



Verigate

**Southwestern Bell/Pacific Bell/Nevada Bell
Verification Gateway**

CLEC User Guide

Effective Date: 10/15/99

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Verigate

Southwestern Bell/Pacific Bell/Nevada Bell

Verification Gateway

This document is designed to assist in the initial understanding and navigation through the Verigate system. There is also online HELP available within the system to assist in answering additional questions.

Differences Between Southwestern Bell and Pacific Bell/Nevada Bell Support

The Verigate windows and behind-the-scenes functions have slight differences in what is provided for states supported by Southwestern Bell and states supported by Pacific Bell/Nevada Bell. Differences will be noted by the corporate holding name for the area (Southwestern Bell or Pacific Bell/Nevada Bell).

System Overview

Verification Gateway (Verigate) is an online system which provides electronic access to pre-order information and enables CLEC to submit accurate Local Service Requests (LSRs) to Southwestern Bell Telephone Company or Pacific Bell/Nevada Bell. Verification Gateway (Verigate) is part of the Operational Support Systems (OSSs) and is supported by the Year 2000 compliant tool (PowerBuilder 6.5), it is Year 2000 ready.

Verigate provides multiple functionality's including Address Verification, Telephone Number Reservation, Service Availability, PIC/LPIC (InterLATA Pre subscription Indicator Code/IntraLATA Pre subscription Indicator Code)List, Dispatch, Due Date, Customer Service Record (CSR), Connecting Facility Assignment (CFA) and Network Channel / Network Channel Interface (NC/NCI) verification. Connecting Facility Assignment (CFA) is currently not available for Pacific Bell/Nevada Bell.

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Functionality Overview

The following pre-order functions are supported by Verigate:

Address Verification The Address Verification function allows the CLEC to verify service address information as registered in the Southwestern Bell and Pacific Bell/Nevada Bell service areas.

Reserve Telephone Number (TN) The Reserve TN function allows the CLEC to reserve one (1) or more telephone numbers for new connections at a verified address. In Southwestern Bell, telephone numbers may be reserved in the database for a period of thirty (30) days. In Pacific /Nevada Bell, random telephone numbers may be reserved for 14 days and Personalized Telephone Numbers (PZN) may be reserved for a period of thirty (30) days.

Service Availability The Service Availability function allows the CLEC to retrieve a list of services and features that are provided from a particular local serving office. This information is determined from an existing telephone number or reserve TN request. For Pacific Bell/Nevada Bell customers, this information is determined from the serving switch of the verified address where the service will be connected.

PIC/LPIC List The InterLATA Pre subscription Indicator Code/IntraLATA Pre subscription Indicator Code List offers the CLEC a list of carriers that provide long distance services from the local serving office providing service to the verified address.

Dispatch The Dispatch function allows the CLEC to view whether dispatch is required for connection of a new line of service at a verified residential address. For residential customers this window also provides Facilities, Spare and Defective information at the verified address. Dispatch is required for all Business request orders, except on conversion orders.

Due Date The Due Date function allows the CLEC to view available dates and appointment times for dispatch of work crews serving the area of the verified address.

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CSR The Customer Service Record (CSR) function allows the CLEC to view current service records as billed by Southwestern Bell and Pacific Bell/Nevada Bell. This proprietary information is provided after the CLEC has indicated that end user authorization has been received. Along with providing the end user authorization, the CLEC may also provide the name of the end user with whom the account was discussed.

CFA The Connecting Facility Assignment (CFA) inquiry function allows the CLEC to view that status of DS1 and DS3 facilities leased from Southwestern Bell. In addition, the Purchase Order Number (PON), Circuit Number (CKR), and current and pending activity are provided.

NC/NCI The verification of Network Channel (NC) and Network Channel Interface (NCI) codes allow the CLEC to validate the four character NC code and combinations of the eight character NCI code. This information reflects current codes listed in the Carrier Coding Guide maintained by Southwestern Bell and provided to Interexchange Carriers and CLEC. NC/NCI is currently available for Pacific Bell/Nevada Bell CLEC only.

COPY/PASTE Verigate provides the ability to copy text from the system to other applications. The procedure necessary to accomplish this follows the Microsoft™ windows standard for the copy process. Once the desired text is selected or highlighted, the user may go to Edit on the Menu Bar and select “Copy” or after the desired text is selected, while holding the control key, press the “C” key. The text will be placed on the clipboard and can be pasted into any windows application. If the user needs to copy all the text in a current window, Verigate provides a “Copy All” button. For convenience, all the text in the current window is placed on the clipboard by selecting the “Copy All” button. In addition, the user may go to Edit on the Menu Bar and select “Copy All” or by holding the control key, and press the “A” key to copy all the text. Tabular data will be 'Tab' separated for pasting into a spreadsheet application.

SAVE Verigate provides the ability to save text to a file on the local PC machine. This function is accessed via the toolbar SAVE button or via the menu item "EDIT - SAVE". Once the button/menu is selected, a save as dialog box will appear. The default directory, SWB\VERIGATE will be the default directory to save files to.

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If the user wishes to save to a different directory, a full path must be typed into the filename input box. For example, if a file is to be saved into a folder called temp on the local C drive, the user would type "C:\TEMP\FILENAME". A variety of file types can be used, select the appropriate radio button to choose a type other than the one displayed. Common types would be .xls for spread sheet, or .txt for plain text file. The save option applies to the following windows: CFA, NC/NCI, Service Availability, Pick List, Due Date, and CSR reports.

Note: Long pathnames are not supported, even for Windows 95/NT users. i.e. Filenames and paths must use the Eight (8) dot Three (3) notation.

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Technical Specifications

Verigate is a Windows-based application accessed over a dedicated private line or dial-up connection. Technical specifications and minimum system requirements can be found in the 'Requirements for Access to Southwestern Bell OSS Functions' document for Southwestern Bell or the 'Requirements for Access to Pacific Bell/Nevada Bell OSS Functions' document for Pacific and Nevada Bell.

Security

System security is based on the User ID assigned to each individual with unique access authority. Additionally, the CFA function contains data level security to insure that only those facilities owned by the IXC accessing the system can be viewed.

System Availability and Support

Hours of Business

VERIGATE Hours for Southwestern Bell CLEC

6:00 a.m.	11:00 p.m.	Central Time (CT)	Monday through Friday
7:00 am	11:00 p.m.	Central Time (CT)	Saturday (However, CFA will not be available after 8:00 p.m.)
10:00 a.m.	6:00 p.m.	Central Time (CT)	Sunday

VERIGATE Hours for Pacific Bell/Nevada Bell CLEC

7:00 a.m.	11:00 p.m.	Pacific Time (PT)	Monday through Friday
7:00 am	7:00 p.m.	Pacific Time (PT)	Saturday

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IS CALL CENTER

The IS Call Center is the single point of contact to assist in answering questions and resolving issues, such as expired passwords, application and network problems, and installation and configuration of software.

The IS Call Center is open Monday through Friday, 7:00 am until 11:00 pm Central Time, and Saturday, 8:00 am until 5:00pm Central Time with off-shifts covered by pager.

IS Call Center Phone Number: (314) 235-7225

IS Call Center Fax Number: (314) 331-1577

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Logging On

Please refer to the Toolbar Operator's Guide for instructions on how to log in to the Toolbar.

Once connectivity is made, the Toolbar will be presented. Click on the Verification Gateway icon located on the Toolbar to launch the Verigate application.



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Using Verigate

The Verigate window has a Toolbar from which the various functions may be selected.

All functions appear on the Toolbar in the form of icons along with print, save, copy, exit, and help buttons. The functions may also be accessed by selecting FILE on the menu bar.

The following illustrates the Toolbar functionality that is displayed after clicking on the Verigate icon.



1. CFA (Connecting Facility Assignment)
2. NC/NCI (Network Channel/Network Channel Interface)
3. Address Verification
4. Service Availability
5. PIC/LPIC List
6. Due Date
7. CSR (Customer Service Record)
8. Return Telephone Number to Premis (Pacific Bell/Nevada Bell Only)
9. Retrieve CLLI Code (Common Language Location Identifier)
10. Print
11. Save
12. Copy
13. Exit
14. Help

The print, save, and copy buttons will only be available when there is data in the current window. The copy button copies the contents of the active window to the windows clipboard. The data can then be pasted into another application. The save button will allow the user to save the contents of the current window to a file in various formats, including text and spread sheet formats.

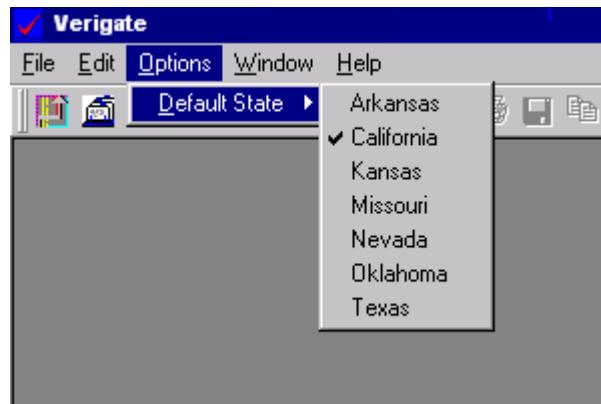
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Default State

Upon entering Verigate for the first time, it will be necessary to set the 'default state'. The default state should be set to the state in which you primarily operate. While using Verigate, it is only necessary to change the default state indicator if you need to work outside the Southwestern Bell Telephone five state region. The Southwestern Bell Telephone five state region includes AR, KS, MO, OK, and TX. If you are operating in all seven states, you will need to change the indicator to CA when operating in California (Pacific Bell) and NV when operating in Nevada (Nevada Bell). The default state indicator can be set to any of the following indicators when operating in the Southwestern Bell Telephone region : AR, KS, MO, OK, or TX. To change the state indicator select 'Default State' from the *Options* menu.



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Address Verification

Southwestern Bell & Pacific Bell/Nevada Bell

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

Accessing The Address Verification Window:

- Select the “ADDRESS/TN” icon on the Verigate Toolbar
or
- Select FILE from the menu bar and choose “OPEN”, “ADDRESS VERIFICATION”.

The following window will appear :

Address Verification

Selection Method:

- ☒ Numbered (e.g. 100 N Main St)
- ☐ Descriptive (e.g. One City Place)
- ☐ Unnumbered (e.g. Hwy A)
- ☐ Unnamed (e.g. St. Louis County)
- ☐ TN (Telephone Number)

STATE: **MO**

Street Number: 1512 Street Name: MISSISSIPPI AVE

TN: [][] Zip/Zip+4: 63104

Apt/Unit/Suite/Lot/Slip: [] Floor: []

Building/Wing/Pier: []

AHN: [] Route: [] Box: []

Community: [] Previous Owners' Name (eg. Smith, John): []

Verify Address **Clear** **Close** **More Info ...**

Selection Method: This section contains five selection methods: ‘**Numbered**’, ‘**Descriptive**’, ‘**Unnumbered**’, ‘**Unnamed**’, and ‘**TN**’. ‘**Unnamed**’ was previously called Community and ‘**TN**’ was previously called ‘WTN (Working Telephone Number) / ZIP Code’.

In order to verify an address, the user must select one of the five methods as well as populate the appropriate input fields. Following is an example of a **Numbered** Address Verification:

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (SWB-Residential Example)

• Choose Numbered Selection Method
• Select the State from the drop down box. (AR,CA,KS,MO,NV,OK,TX)... MO
• Input the Numbered portion of the address. (5711)
• Input the Street Name portion of the address. (Huntington Valley CT)
• Input the Zip/SAGA portion of the address: (63129)
• Click on “ Verify Address ”
• Verigate returns to User: An instructional message “ Supplemental address information is available ” will appear. User clicks on the Show List button.
• After the User clicks on the Show List button a list of Apartments, Units, Suites, Lots, or Slips will appear that are associated with the address. Only the first 12 Supplemental Location listings will appear on the screen for addresses being verified in the Southwestern Bell territory. For Pacific Bell/Nevada Bell Users more than 12 Supplemental Location listings could appear. These listings will inform the User of the format for the Supplemental Location Addresses. There will also be a message that informs the User, “ This may or may not be a complete listing of Supplemental Addresses. ” In the above example, the Supplemental Location Listings will show Apt A,B,C,D,E,F,G,H,I,J,K,L. The correct location is Apt A , so the user would then input A , into the Apt/Unit/Suite/Lot/Slip field. If the User was to insert a numeric number (such as 201) instead of the alpha character (A), for this address, Verigate would return with a message informing the User that a incorrect location type had been entered, and for the User to please check the address again
• Verigate then returns the verified address with the associated validated information associated with the address. 5711 HUNTINGTON VALLEY COURT, APT A, MO., 63129 (and the associated pre order information on this verified address). Items included in a verified address are: NPA, Primary NXX, TAR (City Tax Code), Exchange Code, and WSOP (Working Service on Premis).

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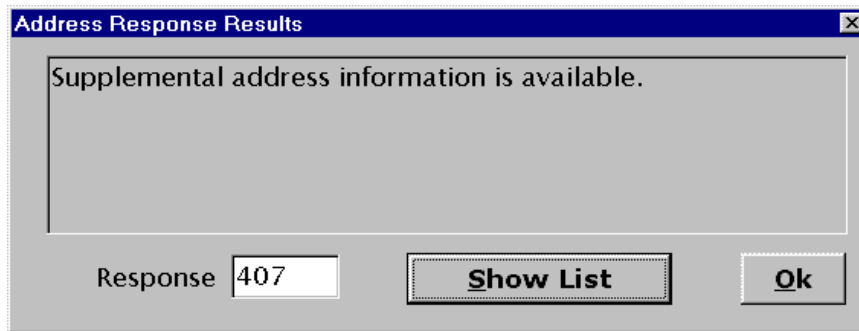
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ADDRESS VERIFICATION

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NUMBERED SELECTION METHOD (SWB-Residential Example, Continued)



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ADDRESS VERIFICATION

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NUMBERED SELECTION METHOD (SWB-Residential Example, Continued)

After the User clicks on the **Show List** button a list of **Apartments, Units, Suites, Lots, or Slips** will appear that are associated with the address. Only the first **12** Supplemental Location listings will appear on the screen for addresses being verified in the Southwestern Bell territory. For Pacific Bell/Nevada Bell Users **more than 12** Supplemental Location listings could appear. These listings will inform the User of the **format** for the Supplemental Location Addresses. There will also be a message that informs the User, “**This may or may not be a complete listing of Supplemental Addresses.**” In the example below, the Supplemental Location Listings will show Apt A,B,C,D,E,F,G,H,I,J,K,L. This listing suggests an Alpha system for the apartments. If the User was to insert a numeric number (such as **201**) instead of the alpha character (**A**), for this address, Verigate would return with a message informing the User that a incorrect location type had been entered, and for the User to please check the address again.

Room
A
B
E
F
G
H
I

Supplemental list may or may not be a complete list of information.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (SWB-Residential, Continued)

A completely verified address is displayed with the supplemental, Apartment A:

After the Verigate User has a verified address, there are Four (4) Buttons at the bottom of the screen available to the user to retrieve additional pre order information.

Verigate

File Edit Options Window Help

Address Verification

Selection Method:

- ☒ Numbered (e.g. 100 N Main St)
- ☐ Descriptive (e.g. One City Place)
- ☐ Unnumbered (e.g. Hwy A)
- ☐ Unnamed (e.g. St. Louis County)
- ☐ TN (Telephone Number)

STATE: MO

Street Number: 5711 Street Name: HUNTINGTON VALLEY CT

TN: Zip/Zip+4: 63129

Apt/Unit/Suite/Lot/Slip: A Floor: Building/Wing/Pier:

AHN: Route: Box: Community: Previous Owners' Name (e.g. Smith, John):

Verify Address Clear Close More Info...

Street Address: 5711 HUNTINGTON VALLEY CT

Community: ST LOUIS COUNTY State: MO Zip: 63129

Apt/Unit/Suite/Lot/Slip: A BOX: Exchange Code: MHV

Floor: TAR: 222 Owned Wiring: MO

Building/Wing/Pier: WSOP: YES Primary NXX: 487

AHN: RMKT: Route: LCL: NPA: 314

Descriptive:

Reserve TN... Return IN... Dispatch... Loop Qualification...

Ready

RESERVE TN: Click this button to Select a Telephone Number for pre order.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (SWB-Residence Example, Continued)

RETURN TN: Click this button to Return a Telephone Number previously selected, but no longer need the number for the request.

DISPATCH: Click this button to retrieve Dispatch Information on a Pre Order request.

LOOP QUALIFICATON: A **Loop Qualification Button** has been added to the Address Verification screen to provide Loop Qualification Information. This information is listed on a **Pre Qualification Information Screen**. Listed are the different fields on this screen to assist the user in gathering Pre Qualification Loop Information.

IMPORTANT INFORMATION: The user should check the **RMKT** and **LCL** fields on the Address Verification screen to see if the address is in a wire center capable of providing ADSL service.

RMKT and LCL Fields: To receive information to determine Asymmetrical Digital Subscriber Line (ADSL) capability at a verified customer address, the user must look for the new **RMKT** and **LCL** fields on the Address Verification screen. The **RMKT** and **LCL** fields work together in determining ADSL capability at a verified address. Listed below are the 4 different scenarios possible to a user in determining ADSL capabilities at a verified address.

1. If a verified address is in a Southwestern Bell (SWBT) serving wire center that is ADSL equipped, the RMKT field will show ****ADSL**** and the LCL field will be "blank".
2. If a verified address is in a Southwestern Bell (SWBT) serving wire center that is ADSL equipped, and the wire center has some fiber, but the verified address is NOT served by Fiber, the RMKT field will show ****ADSL/FTTC-DSL**** and the LCL field will be "blank".
3. If a verified address is in a Southwestern Bell (SWBT) serving wire center that is equipped with Fiber, then the RMKT field will show ****ADSL/FTTC-DSL**** and the LCL field will show ***FTTC**. This address is NOT ADSL capable.
4. If a verified address is in a Southwestern Bell (SWBT) serving wire center that is NOT ADSL equipped, the RMKT field is "blank", and the LCL field will be "blank".

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (SWB-Residence Example, Continued)

ADSL: The ADSL field will provide loop length indicator information at a verified customer address. The information retrieved will be a field display of either GREEN, YELLOW or RED. These loop length indicators assist in qualifying ADSL service. This information may be used to assist in qualifying other DSL technologies in future releases. The definitions of the color values are listed below.



A screenshot of a Windows-style dialog box titled "Pre Qualification Information". The dialog box has a blue title bar with a checkmark icon on the left and a close button (X) on the right. The main area is light gray and contains the following fields: "ADSL:" followed by a yellow box containing the word "YELLOW"; "Taper Code:" followed by a white box containing "140302"; "Loop Length:" followed by a white box containing "15.976"; and "Message:" followed by a large empty white rectangular area. At the bottom center of the dialog box is a button labeled "Close".

“GREEN”=Indicates that the existing 26 gauge equivalent loop length is less than 12,000 ft. at the serving wire center of the customer address and qualifies for SWBT’s low speed offering. For customers ordering Resale service, ADSL service may be ordered if the verified address is served by an ADSL equipped serving wire center. If the high speed ADSL service is desired, the customer should contact the LSC for additional information. For customers ordering UNE Loop service, the loop will meet minimum qualification standards for use with ADSL technology and the Local Service Center (LSC) should be contacted to process a Loop Qualification Request.

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ADDRESS VERIFICATION

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NUMBERED SELECTION METHOD (SWB-Residence Example, Continued)

“YELLOW”= Indicates that the existing 26 gauge equivalent loop length falls between 12,000 ft. and 17,500 ft. at the local serving wire center of the customer address, however additional information is needed from Southwestern Bell. For customers ordering Resale service, they should contact the LSC to request the additional information. For customers ordering UNE Loop service, this loop may qualify for use with ADSL technology and the LSC should be contacted to process a Loop Qualification request if desired.

“RED”=Indicates that the existing 26 gauge equivalent loop length is greater than 17,500 ft. at the local serving wire center of the customer address. For customers ordering Resale service, ordering Resale service, ADSL service is not available at the requested address at this time. For customers ordering UNE Loop service, this loop does not qualify under SWBT technical parameters for ADSL technology, but the LSC may be contacted to process a Loop Qualification request if desired.

TAPER CODE: The Taper Code is an internal identifier for a set of pairs within a cable that should be referenced on Loop Qualification requests that follow pre-qualification. This identifier helps facilitate the manual loop qualification process. The CLEC should provide the Taper code to the LSC when requesting a manual loop qualification process.

LOOP LENGTH: The equivalent 26 gauge loop length information will follow the Taper Code information. This information will be labeled on the screen as 26 Gauge Equivalent Loop Length. The 26 gauge theoretical Loop Length provides the equivalent 26 gauge distance for the Design Point (Theoretical Longest Loop) of the Distribution Area (DA) containing the customer address. This data provides a facility based customer with loop length information displayed in thousands of feet. The equivalent 26 gauge distance is derived by multiplying the (actual) Theoretical Loop gauge by the appropriate conversion factors. Loop Length will be shown in (thousands) feet.

MESSAGE: Following **Loop Length** will be the **Message** information section. These messages will help further clarify the information associated with the **ADSL** loop length information indicator values. When requesting Pre Qualification loop information, it is possible that there will not be a Message associated with the information being provided on the Pre Qualification Information screen.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (SWB-Residence Example, Continued)

Following are examples of Messages in the Message portion of the Pre Qualification Information Screen.

1. If Southwestern Bell and/or Southwestern Bell and a facility based customer have planned DSL deployment at a verified address on a Pre Qualification Loop request.

“There will be **NO** message”.

2. Southwestern Bell has **NOT** scheduled ADSL deployment for the wire center associated with the verified address. However, a facility based customer has requested loop length information from SWB for their use.

The message will be: ***“Wire Center not yet scheduled for SWB ADSL deployment but loop length for facility based customer(s) is indicated where customer(s) have requested loop length from SWB.”***

3. Southwestern Bell has not scheduled for ADSL deployment at the verified address. The verified address is not in a location that SWB or a facility based customer has planned for DSL deployment. There is not any information available at this verified address.

The message will be: ***“Wire Center not yet scheduled for SWB ADSL deployment. The requested address is not in a location identified by SWB or a facility based customer for DSL deployment. No information is available.”***

4. If an **Error 26 or other Error situations have occurred on the Pre Qualification request**, ***“Error has occurred on Pre-Qualification Request, Please contact the LSC for further information.”***

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (SWB-Residence Example, Continued)

Items included in verified addresses for 5711 Huntington Valley CT, 63129 in Southwestern Bell.

Street Address:	5711 HUNTINGTON VALLEY CT
Community:	ST LOUIS COUNTY
State:	MO
Zip:	63129
Apt/Unit/Room/Suite/Lot/Slip:	(only if applicable)
Floor:	(only if applicable)
Building/Wing/Pier:	(only if applicable)
AHN:	Assigned House Number (only if applicable)
Route:	Route Number (only if applicable)
NPA:	314 (Area Code)
Descriptive:	Descriptive Address (only if applicable)
LPIC: (see below)	IntraLATA Pre-subscription Carrier Code eligibility
TAR:	ZZZ (Tax Rate Code)
Exchange Code:	MHV (Exchange Code for Address)
Owned Wiring:	NO (Owned wiring for verified address)
WSOP:	YES (Working Service at verified address)
Primary NXX:	487 (Primary Prefix at switch for verified address)
Box:	Box Number for address (only if applicable)
RMKT:	Blank, **ADSL** , **ADSL/FTTC-DSL** (ADSL capability at the address)
LCL:	Blank or *FTTC (*FTTC indicates Fiber at the address)

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (PB/NB-Residence Example, Continued)

Below is an example of an address match in the **Pacific Bell/Nevada Bell** area on a **Numbered** Address Validation request. When there is a match a complete listing of the full address in the appropriate format required is shown. After the Verigate User has a verified address, there are Three (3) Buttons at the bottom of the screen available to the user to retrieve additional pre order information.

Verigate

File Edit Options Window Help

Address Verification

Selection Method:

- ☒ Numbered (e.g. 100 N Main St)
- ☐ Descriptive (e.g. One City Place)
- ☐ Unnumbered (e.g. Hwy A)
- ☐ Unnamed (e.g. St. Louis County)
- ☐ TN (Telephone Number)

STATE: CA

Street Number: 3315 Street Name: DELTA FAIR

TN: Zip/Zip+: EBY

Apt/Unit/Suite/Lot/Slip: A2

Floor:

Building/Wing/Fier:

Community: Previous Owners' Name (eg. Smith, John):

Verify Address Clear Close More Info...

Street Address: 3315 DELTA FAIR BL

Community: ANT State: CA Zip/Zip+: 94509

Apt/Unit/Suite/Lot/Slip: A2 Floor: Bldg:

Route: Box: WSOP: N

TAR: 136 V&H: 0005-6466 FIBER: NO

GDT: N EXCO: AOCMN Primary Dfl: ECC

GDT Number: RTZ: 18 AHN:

LATA: Unavailable NPA: 925765 NXX: 754

Reserve TN... Dispatch... Loop Qualification...

Ready

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (PB-Residence Example, Continued)

RESERVE TN: Click this button to Select a Telephone Number for pre order.

RETURN TN: Click this button to Return a Telephone Number previously selected, but no longer need the number for the request.

LOOP QUALIFICATON: The new **Loop Qualification Button** on the Address Verification screen allows the user to determine if the serving wire center for a specific address is Asymmetrical Digital Subscriber Line (ADSL) equipped for Resale service requests. The new loop information is used in conjunction with the RTZ field (Rate Zone) to determine Pre Qualification for ADSL service.

After checking the RTZ field on the Address Verification screen to continue with the Pre Qualification for the resale ADSL service the user would click on the new “Loop Qualification” button on the Address Verification screen. The new Pre Qualification Information screen associated with the Loop Qualification button will show an ADSL field on the screen and will indicate “Yes” if the serving wire center is equipped with ADSL technology and a “No” response if the serving wire center is NOT equipped with ADSL. Examples of the use of the Pre Qualification information follows:

- Example 1: **RTZ** Field: 12, **ADSL**: YES, End user is eligible for ADSL
- Example 2: **RTZ** Field: 12, **ADSL**: NO, ADSL technology has not been deployed at the local serving wire center for this address.
- Example 3: **RTZ** Field: 17, **ADSL**: YES, End user is eligible for ADSL service, however the LSC should be contacted for further investigation.
- Example 4: **RTZ** Field: 17, **ADSL**: NO, ADSL technology has not been deployed at the local serving wire center for this address.
- Example 5: **RTZ** Field: 18, **ADSL**: YES, End user is most likely out of the range for ADSL service, however the LSC should be contacted for further investigation.

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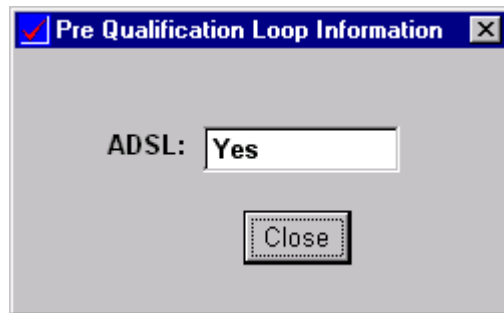
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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (PB-Residence Example, Continued)

- Example 6: **RTZ** Field: 18, **ADSL**: NO, ADSL technology has not been deployed at the local serving wire center for this address.
- Example 7: **RTZ** Field: (Blank), **ADSL**: NO, ADSL technology has not been deployed at the local serving wire center for this address.



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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (PB/NB-Residence Example, Continued)

Items included in verified addresses for 3915 Delta Fair, 94509 in Pacific Bell.

Street Address:	3915 DELTA FAIR
Community:	ANT
State:	CA
Zip:	94509
Apt/Unit/Room/Suite/Lot/Slip:	(only if applicable)
Floor:	(only if applicable)
Building/Wing/Pier:	(only if applicable)
NPA:	925 (Primary Area Code)
NXX:	754 (Primary Prefix)
TAR:	136 (Tax Rate Code)
QDT:	Quick Dial Tone
QDT Number:	Quick Dial Tone Number
Route:	Route number at verified address (only if applicable)
LATA:	Unavailable (Lata for verified address)
V&H	3006-6466 Vertical and Horizontal coordinates identify the location of the serving switch for rate calculation.
EXCO:	AOCMN Exchange Central Office Identifier
Box:	Box Number for address
WSOP:	(Working Service at verified address)
FIBER:	NO Indicator reflecting Fiber in the Loop
Primary DIR:	CCC Defines where the listing will be published
AHN:	Assigned House Number (only if applicable)
RTZ:	18 Rate Zone for Pre Qualification Loop for ADSL

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (PB/NB-Residence Example, Continued)

For addresses in the Pacific Bell/Nevada Bell territory additional information will be returned on verified (HIT) addresses. Additional information possibly not included on verified addresses in the Southwestern Bell territory:

1. **QDT** (Quick Dial Tone) indicator and associated TN if appropriate.
2. **V & H:** Vertical and Horizontal coordinates identify the location of the serving switch for rate calculation, i.e., the proximity of the voice mail machine to the central switch. Each coordinate is a 4-digit number.
3. **CLLI:** Common Language Location Identifier
4. **EXCO:** Exchange Central Office Identifier
5. **Fiber:** Indicator reflecting Fiber in the Loop.
6. **Primary Directory:** Code that defines where the listing would normally be published.
7. **Rate Zone (RTZ):** This RTZ field provides a loop qualifications for Digital Subscriber Line (DSL) service at specific customer addresses. The RTZ field provides a loop length indicator as it applies to ADSL-capable loops in specific Pacific Bell wire centers. However, this information may be used to assist in qualifying other DSL technologies. This field will display either Blank or 2 numbers.

“BLANK” = This value indicates that ADSL technology has not been deployed by Pacific Bell at the local serving office serving this customer address. If you are providing any DSL technologies in this office, contact your Account Manager.

“12” = This value indicates that DSL service may be deployed on the loop between the customer address and the local serving wire center and that the loop length is less than 12,000 feet. (Other DSL technologies may also be deployed on this loop.)

“17” = This value indicates that additional information is needed to qualify the loop for ADSL service or other DSL technologies because the loop length falls between 12,000 and 17,500 feet. The CLEC should contact the Local Service Center (LSC) to request additional information for this qualification.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (PB/NB-Residence Example, Continued)

“18” = This value indicates that ADSL service is not available, meaning the loop length is greater than 17,500 feet. The CLEC should contact the Local Service Center (LSC) to request additional information for other DSL technologies.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (SWB-Business Example, Continued)

Below is an example of a match in the **Southwestern Bell** area on a **Numbered** Address Validation request. When there is a match a complete listing of the full address in the appropriate format required is shown. The following window is an example of a direct match on an address :

The screenshot shows the 'Verigate' application window with the 'Address Verification' sub-window. The 'Selection Method' is set to 'Numbered'. The 'Street Number' is '1909' and the 'Street Name' is 'PARK AV'. The 'STATE' is 'MO'. The 'Community' is 'ST LOUIS'. The 'Zip/Saga' is '63104'. The 'Verify Address' button is highlighted. Below the input fields, the 'Street Address' is '1909 PARK AV', 'Community' is 'ST LOUIS', 'State' is 'MO', and 'Zip' is '63104'. Other fields include 'Apt/Unit/Suite/Lot/Slip', 'Floor', 'Building/Wing/Pier', 'AHN', 'Route', 'NPA', 'Descriptive', 'BOX', 'TAR', 'WSOP', 'RMKT', 'LCL', 'ExchangeCode', 'Owned Wiring', and 'Primary NXX'. Buttons at the bottom include 'Reserve TN...', 'Return IN...', 'Dispatch...', and 'Loop Qualification...'. The status bar at the bottom says 'Ready'.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

NUMBERED SELECTION METHOD (SWB-Business Example)

<ul style="list-style-type: none">• NUMBERED SELECTION METHOD (Business Example) Choose Numbered Selection Method
<ul style="list-style-type: none">• Select the State from the drop down box. (AR,CA,KS,MO,NV,OK,TX)...MO
<ul style="list-style-type: none">• Input the Numbered portion of the address. (1909)
<ul style="list-style-type: none">• Input the Street Name portion of the address. (PARK AV)
<ul style="list-style-type: none">• Input the Zip/SAGA portion of the address: (63104)
<ul style="list-style-type: none">• Click on “Verify Address”
<ul style="list-style-type: none">• Verigate returns to User: Verigate will return a validated Street Name and possibly and instructional message that supplemental information is appropriate.
<ul style="list-style-type: none">• If there is Supplemental information available it will appear to the User in the format needed to complete the validation. However, in many cases there will not be Supplemental Location information available for the user when validating Business addresses. The Verigate User must query their customer on each request to make sure all Supplemental Location information is included in each Address Verification request. The correct supplemental location is Suite 1, the user would then input 1, into the Apt/Unit/Suite/Lot/Slip field. If the User was to insert a alpha character (such as B) instead of a numeric character, for the supplemental location, Verigate would return with a message informing the User that a incorrect location type had been entered, and for the User to please check the address again.
<ul style="list-style-type: none">• Verigate then returns the verified address with the associated validated information associated with the address. 1909 PARK AV, MO., 63104 (and the associated pre order information on this verified address). Items included in a verified address are: NPA, Primary NXX, TAR (City Tax Code), Exchange Code, and WSOP (Working Service on Premis).

Other Supplemental Location Information that could be necessary in validating a Business Address would be: **FLOOR** and **BUILDING/WING/PIER** in addition to **Apt/Unit/Suite/Lot/Slip**.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

Additional Information for Address Verification:

Verifying Addresses with “1/2” included in the Street Number: When verifying addresses that include “1/2”, input this in the APT/UNIT/SUITE/LOT/SUITE field after the ZIP/SAGA field.

It is important that the verified address match is used for ordering even when there are slight variances from the way your request was entered. The ZIP Code may even be different when a match is found.

When the address is not specific enough or if there are several possible options that match the first four characters of the street name, a list of similar addresses will be returned. For example:

HUNTINGTON VALLEY COURT	63129
HUNTINGTON CIRCLE	63130
HUNTINGTON DRIVE	63131

Double-click on one of the options presented to re-execute the inquiry. If an exact match is found it will be displayed as a direct match.

If a street name is matched, but the house number is out of the defined range of numbers for that location, the system will display the designated number range. Re-execute the inquiry by entering a house number in the ‘Number’ field that falls within one of the ranges displayed. For example:

0-1000	HUNTINGTON VALLEY COURT
1300-2200	HUNTINGTON VALLEY COURT

If the address appears in two different Street Address Guide Areas (SAGAs) click one of the SAGA areas in order to verify the address. For a list of SAGAs, refer to the end of the Address Verification Section of the User Guide.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

Address Verification also provides supplemental location information (LOC Information) to assist users with the verification of service addresses. Addresses that must be verified with LOC Information will be displayed with a LOC Information Required screen. This screen will appear to users because a “No-Build for all Accts” condition has been verified in the SWB Address Verification OSS. A “No-Build for all Accts” condition means that a particular address has multiple LOC formatting rules. A “LOC Required Information” screen has been created to display the recommended data necessary to verify an address. Addresses requiring LOC Information can then be verified after the LOC is input. After the LOC is input and the address is verified again the “LOC Required Information” screen will appear for a second time. Please close the window, having the screen appear a second time will be fixed in a future Verigate release.

An example of **LOC Required Information** is:

The screenshot shows the Verigate Address Verification window. The 'Selection Method' is set to 'Numbered'. The 'Street Number' is '502' and the 'Street Name' is 'GREEN FOREST DR'. The 'Zip/Sec' is 'SL'. The 'Apt/Unit/Suite/Lot/Slip' is empty. The 'Floor' is empty. The 'Building/Wing/Pier' is empty. The 'STATE' is 'ND'. The 'Community' is 'FENTON'. The 'Previous Owner Name' is 'Smith, John'. The 'Verify Address' button is highlighted. A 'Special Location (LOC) Information' dialog box is open, displaying the following text:

- RMK: FLOORS 1-5 REQUIRE APT # AND FLR #
- RMK: FLOORS 6-8 REQUIRE FLR # ONLY

The dialog box has a 'Close' button.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

DESCRIPTIVE METHOD

This selection is used when a building has been given a Descriptive address instead of a Numbered address. The following is an example of a Descriptive Address.

• Choose Descriptive Selection Method
• Select the State from the drop down box. (AR,CA,KS,MO,NV,OK,TX)... MO
• Input the Street Name portion of the address. (ONE MCKNIGHT PL)
• Input the Zip/SAGA portion of the address: (SL)
• Click on “ Verify Address ”
• Verigate Returns: 1 MCKNIGHT PL, UNIVERSITY CITY, MO 63124

Verigate

File Edit Options Window Help

Address Verification

Selection Method:

- ☒ Numbered (e.g. 100 N Main St)
- ☐ Descriptive (e.g. One City Place)
- ☐ Unnumbered (e.g. Hwy A)
- ☐ Unnamed (e.g. St. Louis County)
- ☐ TN (Telephone Number)

STATE: MO

Street Number: 1 Street Name: MCKNIGHT PL

TN: Zip/Saga: SL

Apt/Unit/Suite/Lot/Slip: 114

Floor: Building/Wing/Pier:

Community: Previous Owners' Name (e.g. Smith, John):

Verify Address Clear Done More Info...

Street Address: 1 MCKNIGHT PL

Community: UNIVERSITY CITY State: MO Zip: 63124

Apt/Unit/Suite/Lot/Slip: 114 BOX: Exchange Code: LAD

Floor: TAR: JH Owned Wiring: NO

Building/Wing/Pier: WSOP: YES Primary XXX: 681

AHN: RMKT:

Route: LCL:

NPA: 314

Descriptive: GATESWORTH

Reserve TN... Return IN... Dispatch... Loop Qualification...

Ready

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

UNNUMBERED SELECTION METHOD

This selection is used when a customer is unsure possibly of the Street Name and Address Range needed for a Address Validation. The following is an example of a **Unnumbered** Address.

• Select the State from the drop down box. (AR,CA,KS,MO,NV,OK,TX)... MO
• Input Street Name portion of the address. (NE HWY 1)
• (Input the Route/Box , or AHN) the Previous Owners Last Name(optional) if you have this information (AHN: 1, and/or Route: 4, Box: 13)
• Input the Zip/SAGA portion of the address: (SL)
• Click on “ Verify Address ”
• Verigate Returns: @ NE HWY 1, AHN 1, Box 13, St. Louis, MO 63026

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

UNNUMBERED SELECTION METHOD

Verigate
File Edit Options Window Help

Address Verification

Selection Method:
☐ Numbered (e.g. 100 N Main St)
☐ Descriptive (e.g. One City Place)
☒ Unnumbered (e.g. Hwy A)
☐ Unnamed (e.g. St. Louis County)
☐ TN (Telephone Number)

STATE: MO

Street Number: Street Name: NE HWY 1

TN: Zip/Saga: 6L

Apt/Unit/Suite/Lot/Slip: Floor:

AHN: Route: Box: 3 Building/Wing/Pier:

Community: Previous Owners' Name (e.g. Smith, John):

Verify Address Clear Close More Info...

Street Address: @ NE HWY 1

Community: ST LOUIS COUNTY State: MO Zip: 63028

Apt/Unit/Suite/Lot/Slip: BOX: 3 Exchange Code: FTN

Floor: TAR: STL Owned Wiring: NO

Building/Wing/Pier: WSOP: YES Primary NOX: 326

AHN: 1 RMKT:

Route: LCL:

NPA: 314,873

Descriptive: POLOMA APTS

Reserve TN... Return IN... Dispatch... Loop Qualification...

Ready

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

UNNAMED SELECTION METHOD

This selection is used when a customer lives in a Community with a indefinite address. The following example will give the user a starting point to complete their Address Verification for the Unnamed Selection method.

• Choose Unnamed Selection Method
• Select the State from the drop down box. (AR,CA,KS,MO,NV,OK,TX)... MO
• Input the Community portion of the address. (ST CHARLES)
• Input the (Route/Box , or AHN) the Previous Owners Last Name (optional) information. (AHN: 1)
• Input the Zip/SAGA portion of the address: (63077)
• Click on “ Verify Address ”
• Verigate return THREE possible street names. St Clair, Ste Genevieve and Ste. Genevieve County. The user verifies with the customer that the correct street name is St. Clair , the user then double clicks on the line with St. Clair , and receives a hit on the address.
• Verigate Returns: St Clair, St Clair Community, AHN-1, 63077.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

UNNAMED SELECTION METHOD (Continued)

Address Verification

Selection Method:

☐ Numbered (e.g. 100 N Main St)
☐ Descriptive (e.g. One City Place)
☐ Unnumbered (e.g. Hwy A)
☒ Unnamed (e.g. St. Louis County)
☐ TN (Telephone Number)

STATE: **MO**

Street Number: Community: **ST CHARLES**

TN: Zip/Saga: **63077**

Apt/Unit/Suite/Lot/Slip: Floor:

Building/Wing/Pier:

AHN: Route: Box:

Billing Community (If different): Previous Owners' Name (eg. Smith, John):

Verify Address **Clear** **Close** **More Info . . .**

Address Range	Street Name	Community
1- 199	ST CLAIR	ST CLAIR
1- 199	STE GENEVIEVE	STE GENEVIEVE
1- 199	STE GENEVIEVE COUNTY	STE GENEVIEVE C

Supplemental list may or may not be a complete list of information.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

UNNAMED SELECTION METHOD (Continued)

By double clicking on the list of possible address ranges, you can get a direct hit such as:

Verigate
File Edit Options Window Help

Address Verification

Selection Method:
☐ Numbered (e.g. 100 N Main St)
☐ Descriptive (e.g. One City Place)
☐ Unnumbered (e.g. Hwy A)
☒ Unnamed (e.g. St. Louis County)
☐ TN (Telephone Number)

STATE: MO

Street Number: Community: ST CLAIR

TN: Zip/Saga: 63077

Apt/Unit/Suite/Lot/Slip: Floor: Building/Wing/Pier:

Billing Community (if different): ST CLAIR Previous Owners' Name (e.g. Smith, John):

Verify Address Clear Close More Info...

Street Address: 101 ST CLAIR Community: ST CLAIR State: MO Zip: 63077

Apt/Unit/Suite/Lot/Slip: Floor: Building/Wing/Pier: Exchange Code: SCL Owned Wiring: NO

Primary NOX: 629

Box: TAR: SCL WSOP: YES RMKT: LCL: NPA: 314 Descriptive:

Reserve TN... Return IN... Dispatch... Loop Qualification...

Ready

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

TN SELECTION METHOD

This selection is used in the Southwestern Bell area when the user knows a **Residential** Telephone Number and Zip code when validating an address. This selection is also used in the Pacific Bell/Nevada Bell area when the user knows a Residential Telephone Number and Zip code when validating an address.

Please Note: “The WTN (Working Telephone Number) selection only applies to Residential single line accounts which have never been resold. Once an account has been resold Southwestern Bell, Pacific Bell/Nevada Bell does not maintain the current address”. The following is an example of a TN Selection Method.

• Choose TN Selection Method
• Select the State from the drop down box. (AR,CA,KS,MO,NV,OK,TX)... MO
• Input the TN , Telephone Number (Including Area Code) (314 842 0965)
• Input the Zip/SAGA portion of the address: (SL)
• Click on “ Verify Address ”
• Verigate Returns: 9631 Stylecrest, St. Louis, MO 63104

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

The screenshot shows the 'Verigate' application window with the 'Address Verification' sub-window active. The interface includes a menu bar (File, Edit, Options, Window, Help) and a toolbar with various icons. The 'Address Verification' window has a 'Selection Method' section with radio buttons for 'Numbered', 'Descriptive', 'Unnumbered', 'Unnamed', and 'TN' (selected). Below this is a 'STATE' dropdown menu set to 'MO'. The main form area contains fields for 'Street Number', 'Street Name', 'TN' (split into three boxes: 314, 842, 0965), 'Zip/Saga', 'Apt/Unit/Suite/Lot/Slip', 'Floor', 'Building/Wing/Pier', 'Community', and 'Previous Owners' Name'. There are buttons for 'Verify Address', 'Clear', 'Close', and 'More Info...'. Below these are more detailed fields: 'Street Address' (9531 STYLECREST), 'Community' (CRESTWOOD), 'State' (MO), 'Zip' (63126), 'Apt/Unit/Suite/Lot/Slip', 'BOX', 'Exchange Code' (SAP), 'Floor', 'TAR' (CTW), 'Owned Wiring' (NO), 'Building/Wing/Pier', 'WSOP' (YES), 'Primary NXX' (842), 'AHN', 'RMKT', 'Route', 'LCL', 'NPA' (314), and 'Descriptive'. At the bottom are buttons for 'Reserve TN...', 'Return TN...', 'Dispatch...', and 'Loop Qualification...'. The status bar at the bottom left shows 'Ready'.

Information regarding the 'Reserve TN' and 'Return TN' buttons can be found in the 'Reserve Telephone Number' section of the documentation for Southwestern Bell. Information regarding the 'Dispatch' button can be found in the 'Dispatch' section of the documentation for Southwestern Bell.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

ADDRESS VERIFICATION ERROR CODE DEFINITIONS

400	Hit address.
401	Invalid saga.
402	Verify street name entry.
403	Invalid descriptive name.
404	Invalid house number.
405	Address is in more than one community for the ZIP/SAGA entered.
406	Invalid telephone number.
407	Supplemental address information is available.
408	Invalid supplemental information provided.
409	Considered a hit address (SAGA information only)
410	Invalid telephone number/wire center.
411	Invalid zip code provided.
412	Invalid house number.
413	Invalid supplemental information provided.
414	Zip code is in multiple SAGAS.
419	Improper inputs submitted.
426	Invalid unnumbered street name.
427	Duplicate address found.
429	Duplicate unnumbered street names found.
430	Geographical segment information.
454	An address was verified, however, supplemental also reside at this location. Please verify any supplemental information with the customer.
467	Invalid descriptive address.
469	A valid address was found but not facility currently resides at this location.
483	This basic address also has supplemental information.
999	Unknown error, contact the LSC for additional information.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

SAGA INFORMATION

Southwestern Bell Region

AU	Austin, Tx
AUA	Suburban Austin, Tx
AUB	Suburban Austin/El Paso, Tx.
CAP	Cape Girardeau, Mo.
CENT	Central Arkansas (Little Rock, North Little Rock)
DA	Dallas, Tx.
EAST	Eastern Arkansas (Jonesboro)
ELD	Eldon, Mo.
EN	Enid, Ok.
FW	Fort Worth, Tx.
HO	Houston, Tx.
HUT	Hutchinson, Ks.
KCK	Kansas City, Ks.
KCM	Kansas City, Mo.
LT	Longview/Tyler, Tx.
LW	Lawton, Ok.
MU	Muskogee, Ok.
OK	Oklahoma City, Ok.
SA	San Antonio, Tx.
SAB	San Antonio Suburban/Valley and South, Tx.
SAC	San Antonio Suburban/Coastal, Tx.
SJO	St. Joseph, Mo.
SL	St Louis, Mo.
SLN	Salina, Ks.
SPG	Springfield, Mo.
ST	Stillwater, Ok.
SU	Suburban Houston, Tx.
SUBA	Suburban St Louis, Mo.
TOP	Topeka, Ks.
WEST	Western Arkansas (Fayetteville)
WF	Wichita Falls, Tx.
WIC	Wichita, Ks.

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ADDRESS VERIFICATION

Southwestern Bell & Pacific Bell/Nevada Bell

SAGA INFORMATION

Pacific Bell/Nevada Bell Region

Northern System

BAY	Bay
EBY	East Bay
CHI	Chico
FRS	Fresno
MTY	Monterey
NEV	Nevada
SAC	Sacramento
SNJ	San Jose
SNR	Santa Rosa
STK	Stockton

Southern System

LAN	Los Angeles North
LAS	Los Angeles South
ORG	Orange
SDG	San Diego

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Address Verification Appendix I

Southwestern Bell

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ADDRESS VERIFICATION APPENDIX

Southwestern Bell

PREMIS RULES AND GUIDELINES FOR ADDRESS VALIDATION

STREET NUMBER INFORMATION

Identifies the house number of service address.

Note: Do not input Assigned House Number (AHN) in the Street Number field.

STREET NAME INFORMATION

Identifies the street name and required prefix or suffix indicators of the service address.

IMPORTANT ITEMS TO REMEMBER:

1. When doing an Address Verification, and the user is in a Loop (when the same information in the search keeps being presented to the user) check for the following items.
 - a. Does there need to be a Thoroughfare in the Street Name field (i.e. AV or DR)
 - b. Does there need to be a Directional in the Street Name field (i.e. N or S)

PREFIX of the street name of the service address.

Rule: This field is conditional. It is recommended to question the client for this information.

Type: STREET NAME directional indicator

Valid Values: N, S, E, W, NE, NW, SE, SW

Additional Information: E=east, W=west, N=north, S=south, NE=northeast, NW=northwest, SE=southeast, SW=southwest

STREET NAME of the service address.

Rule: This field is conditional. It is recommended to validate the spelling of the street name with the customer.

Additional Information: If no street name exists, may be rural route, general delivery or other description for delivery/service destination and should not be entered into this field.

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ADDRESS VERIFICATION APPENDIX

Southwestern Bell

STREET NAME Thoroughfare

Identifies the thoroughfare portion of the street name of the service address.

Rule: This field is highly recommended and should be validated with the customer for all given street names. Remember when validating a Street Name with a customer verify if it is followed with Street, Ave, Rd, etc.

Street Name Designation	Abbreviation
Alley	ALY
Avenue	AV
Block	BLK
Boulevard	BL
Canyon	CYN
Circle	CIR
Court	CT
Drive	DR
Extension	EXT
Freeway	FWY
Heights	HTS
Highway	HWY
Junction	JCTN
Lane	LN
Park	PK
Parkway	PKWY
Place	PL
Point	PT
Real	RL
Road	RD
Square	SQ
Terrace	TER
Trail	TRL
Walk	WLK
Way	WY

Note: the designation of ST or STREET is not be specified in the service order.

APT label may appear as UNIT, RM (Room), SUIT (Suite), LOT or SLIP or remain as APT.
FLR has no other labels.

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ADDRESS VERIFICATION APPENDIX

Southwestern Bell

BLDG label may appear as WNG (Wing), PIER, or remain as BLDG.

Important STREET or ST Information: The thoroughfare of **ST** is the system default and assumed and is **NOT** recommended for an address match. Using the abbreviation ST usually brings back a list of near matches.

STREET NAME Street Suffix

Follows the thoroughfare portion of the street name of the service address, providing further specificity to the street name.

Rule: This field is conditional. It is recommended to question the client for this information.

Additional Information: Often a "direction", e.g., Madison Bl NW.

ZIPCODE

A code for a particular geographic area assigned by the US Post Office.

Rule: Either ZIPCODE or SAGA is required on an Address Validation Request. ZIPCODE is required if SAGA is not provided in the request.

SAGA-Street Address Guide Area

Street Address Guide Area represents a distinct portion of the service address database and is used to refine an address search.

Rule: Either SAGA or Zipcode is required on an Address Verification Request. SAGA is required if it is not provided in the request.

Valid Values: AU, AUA, AUB, CAP, CENT, DA, EAST, ELD, EN, FW, HO, HUT, KCK, KCM, LT, LW, MU, OK, SA, SAB, SAC, SJO, SL, SLN, SPG, ST, SU, SUBA, TOP, WEST, WF, WIC

(These values are also listed at the end of the Address Verification Section)

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ADDRESS VERIFICATION APPENDIX

Southwestern Bell

APT/UNIT/SUITE/LOT/SLIP

Identifies the name of a specific living unit within a multi-dwelling complex.

Rule: Required if service location is a multi-dwelling complex.

Rule: The fractional suffix is required. i.e. 333 1/2

Note: Format must be with a slash, e.g. "1/2". No dashes allowed.

Additional Information: The following are examples of valid unit IDs: **ATM, Berth, Booth, Condo, Elev, Entry, Flat, Frt (front), Hallwy, Lab, Lob, Ofc, Pod, Pool, Press, Restroom, SP (space), Vault.**

The above examples of unit IDs may be further specified by data following the unit ID, e.g., "Flat 14B". Often an alphanumeric like "14B", "D" or "27".

ASSIGNED HOUSE NUMBER (AHN)

Identifies a reference number assigned to an address in lieu of a house number, when no house number has been established.

Rule: Applies only to Unnumbered or Unnamed Selection Methods in Address Verification.

Rule: To get an address match, must be sent as part of an address validation request for an existing Unnamed or Unnumbered account unless a Route and Box are given instead.

Rule: Retained on customer account records but not printed with directory listings.

Additional Information: Assigned by the SAG Bureau when a new living unit is identified. Street number and assigned house number are mutually exclusive.

ROUTE

Identifies the postal route code designated by the Post Office and are associated with Unnumbered and Unnamed Selection methods.

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ADDRESS VERIFICATION APPENDIX

Southwestern Bell

BOX

Box code

Additional Information: Identifies a box number associated with a postal route. This type of identifier is used to identify an address in an Unnumbered and Unnamed area along with a Route.

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Address Verification

Appendix II

Pacific Bell/Nevada Bell

Proprietary Information

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ADDRESS VERIFICATION APPENDIX

Pacific Bell/Nevada Bell

PREMIS RULES AND GUIDELINES FOR ADDRESS VALIDATION

STREET NUMBER INFORMATION

Identifies the house number of service address.

Note: Do not input Assigned House Number (AHN) in the Street Number field.

STREET NAME INFORMATION

Identifies the street name and required prefix or suffix indicators of the service address.

IMPORTANT ITEMS TO REMEMBER:

2. When doing an Address Verification, and the user is in a Loop (when the same information in the search keeps being presented to the user) check for the following items.
 - c. Does there need to be a Thoroughfare in the Street Name field (i.e. AV or DR)
 - d. Does there need to be a Directional in the Street Name field (i.e. N or S)

PREFIX of the street name of the service address.

Rule: This field is conditional. It is recommended to question the client for this information.

Type: STREET NAME directional indicator

Valid Values: N, S, E, W, NE, NW, SE, SW

Additional Information: E=east, W=west, N=north, S=south, NE=northeast, NW=northwest, SE=southeast, SW=southwest

STREET NAME of the service address.

Rule: This field is conditional. It is recommended to validate the spelling of the street name with the customer.

Additional Information: If no street name exists, may be rural route, general delivery or other description for delivery/service destination and should not be entered into this field.

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ADDRESS VERIFICATION APPENDIX

Pacific Bell/Nevada Bell

ADDITIONAL IMPORTANT INFORMATION: Numbered Street Names: #RD is identified as #D. #ND is identified as #D. (ie 3rd is input as 3D and 2nd is input as 2D. **DO NOT put a space in the Numbered Street Name.** (i.e. 1 ST should be input 1ST).

(Example: 2571 3rd Street, 95818 is input for a Numbered Selection in Verigate as:

Street Number: 2571
Street Name: 3D
Zip/SAGA: 95818
Select Verify Address

STREET NAME Thoroughfare

Identifies the thoroughfare portion of the street name of the service address.

Rule: This field is highly recommended and should be validated with the customer for all given street names. Remember when validating a Street Name with a customer verify if it is followed with Street, Ave, Rd, etc.

Street Name Designation	Abbreviation
Alley	ALY
Avenue	AV
Block	BLK
Boulevard	BL
Canyon	CYN
Circle	CIR
Court	CT
Drive	DR
Extension	EXT
Freeway	FWY
Heights	HTS
Highway	HWY
Junction	JCTN
Lane	LN
Park	PK
Parkway	PKWY
Place	PL
Point	PT
Real	RL
Road	RD
Square	SQ

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Terrace	TER
Trail	TRL
Walk	WLK
Way	WY

Note: the designation of ST or STREET is not be specified in the service order.

APT label may appear as UNIT, RM (Room), SUIT (Suite), LOT or SLIP or remain as APT.

FLR has no other labels.

BLDG label may appear as WNG (Wing), PIER, or remain as BLDG.

Important STREET or ST Information: The thoroughfare of **ST** is the system default and assumed and is **NOT** recommended for an address match. Using the abbreviation ST usually brings back a list of near matches.

STREET NAME Street Suffix

Follows the thoroughfare portion of the street name of the service address, providing further specificity to the street name.

Rule: This field is conditional. It is recommended to question the client for this information.

Additional Information: Often a "direction", e.g., Madison Bl **NW**.

ZIPCODE

A code for a particular geographic area assigned by the US Post Office.

Rule: Either ZIPCODE or SAGA is required on an Address Validation Request. ZIPCODE is required if SAGA is not provided in the request.

SAGA-Street Address Guide Area

Street Address Guide Area represents a distinct portion of the service address database and is used to refine an address search.

Rule: Either SAGA or Zipcode is required on an Address Verification Request .SAGA is required if is not provided in the request.

Rule: SAGA must be upper-case.

Valid Values: BAY, CHI, EBY, FRS, MTY, NEV, SAC, SNJ, SNR, STK, LAN, LAS, ORG, SDG

(Definitions are in the Verigate User Document-Reference I Section)

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ADDRESS VERIFICATION APPENDIX

Pacific Bell/Nevada Bell

APT/UNIT/SUITE/LOT/SLIP

Identifies the name of a specific living unit within a multi-dwelling complex.

Rule: Required if service location is a multi-dwelling complex.

Rule: The fractional suffix is required. i.e. 333 **1/2**

Note: Format must be with a slash, e.g. "1/2". No dashes allowed.

Additional Information: The following are examples of valid unit IDs: **ATM, Berth, Booth, Condo, Elev, Entry, Flat, Frt (front), Hallwy, Lab, Lob, Ofc, Pod, Pool, Press, Restroom, SP (space), Vault.**

The above examples of unit IDs may be further specified by data following the unit ID, e.g., "Flat 14B". Often an alphanumeric like "14B", "D" or "27".

ASSIGNED HOUSE NUMBER (AHN)

Identifies a reference number assigned to an address in lieu of a house number, when no house number has been established.

Rule: Applies only to Unnumbered or Unnamed Selection Methods in Address Verification.

Rule: To get an address match, must be sent as part of an address validation request for an existing Unnamed or Unnumbered account.

Rule: Retained on customer account records but not printed with directory listings.

Additional Information: Assigned by the SAG Bureau when a new living unit is identified. Street number and assigned house number are mutually exclusive.

ROUTE

Identifies the postal route code designated by the Post Office and are associated with Unnumbered and Unnamed Selection methods.

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ADDRESS VERIFICATION APPENDIX

Pacific Bell/Nevada Bell

BOX

Box code

Additional Information: Identifies a box number associated with a postal route; or a tag number (sometimes called z tag) that has no association with a postal route. Both types of identifiers are used to identify an address in an Unnumbered and Unnamed area

COMMUNITY NAME

Identifies the community in which a living unit is located. Community Name is the socio-political community name, the postal community.

Rule: Either the valid Address Validation community abbreviation or the fully spelled-out community name may be used for the request. This field is optional is not recommended on initial query.

Additional Information: Community Name can contain valid abbreviations for a community as well as the "spelled out" community names. A search using a community abbreviation (e.g. MNLO PK) is more likely to find an exact match. A search using a "spelled out" community name (e.g. Menlo Park) is more likely to return a list of possible matches. This is useful when uncertain of the location, especially the city name.

Note: Three dollar signs (\$\$\$) may be returned. If the community name is preceded by three dollar signs (\$\$\$) when returned by an Address Validation Transaction, the community name will be required on certain other preorder transactions. Make a note of the Community abbreviation returned for other possible preorder transactions. DO NOT include the dollar signs (\$\$\$). For a complete list go to the Reference I section of the Verigate User Documentaiton.

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Reserve Telephone Number

Southwestern Bell

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RESERVE TELEPHONE NUMBER

Southwestern Bell

- Click on “RESERVE TN” button from the Address Verification window.

The following window will appear:

Verigate

File Edit Options Window Help

Reserve Telephone Number

Address: 100 N TUCKER BLVD Apt/Unit/Room/Suite/Lot/Slip: Floor: Building/Wing/Pier:

City: ST LOUIS

State: MO Zip/SAG: 63101

Calling Scope: ☒ Local ☐ Extended Area Service

Number of TNs needed for this request (MAX 10): 2

Optional: NPA: NXX:

Retrieve TN(s)

Close

Ready

- Calling Scope:**
The calling scope defaults to 'Local'; but alternatively 'Extended Area Service' may be selected.
- An optional 'NPA' and 'NXX' may be entered if served by the same local serving office. If a verified address is located in an area that has multiple NPAs, the NPA field has a drop down list to select alternative NPAs.
- Enter the number of Telephone lines needed for the request.
- A **maximum limit of 10** lines may be requested for a specific request
- Click **RETRIEVE TN (s)** button. New Telephone Numbers will appear below.
- If you receive an Error Message that “No TNs are available” contact the LSC for investigation.

Note: A verified address must be obtained prior to requesting TN reservations.

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RESERVE TELEPHONE NUMBER

Southwestern Bell

This window is displayed after clicking the 'Retrieve TN(s)' button. It displays a list of available TNs that may be reserved for the verified address.

Verigate

File Edit Options Window Help

Address Verification

Reserve Telephone Number

Address: 1504 WALPOLE DR Apt/Unit/Room/Suite/Lot/Slip: Floor: Building/Wing/Pier:

City: CHESTERFIELD

State: MO Zip/SAG: 63017

Number of TNs needed for this request (MAX 10): 1

Optional: NPA: NXX:

Retrieve TN(s)

Close

Available TNs:

[314] 536-1443

Reserved TNs:

Reserve =>

Service Availability..

Dispatch..

Dye Date..

EIC/LPIC..

Retrieve CLL..

Exchange TN(s)

WARNING!: Telephone Numbers must only be reserved as needed for a specific customer request. Numbers should only be reserved for the customer's service address. Failure to comply with this policy will lead to immediate forfeiture of this software.

Total of 1 Rows Retrieved

To Reserve One or more TNs:

1. Highlight one or more available TNs by single-clicking on the telephone number.
2. Click the **RESERVE =>** button.
 - TNs are reserved for a 30-day period. If not used within the 30-day period, they are returned to the pool of available telephone numbers.

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RESERVE TELEPHONE NUMBER

Southwestern Bell

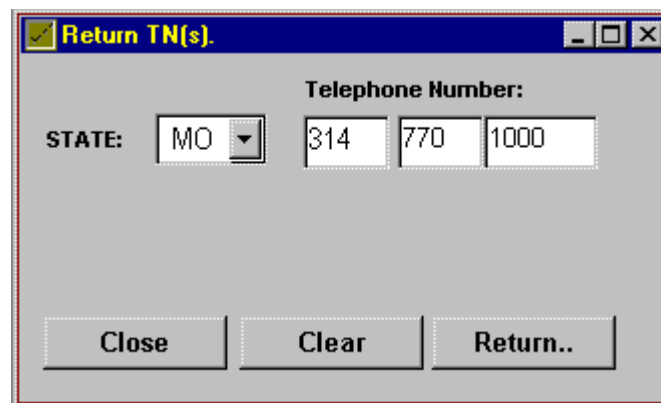
To exchange the set of Available TNs:

1. If the User wants to select a number different from what is being shown. Click the **EXCHANGE TN(S)** button.

To Return (previously reserved) Telephone Numbers:

A previously reserved telephone number can be returned to the pool of available numbers if it will not be used to place an order. The number will be automatically returned to the pool of available numbers prior to the 30-day prompt by the system to return the number from lack of use.

To Return a TN to the pool, the user must return to the **ADDRESS VERIFICATION** screen. **The address for the Reserved TN must be reentered and verified.** After the Address has been verified, then the user must click on the **Return TN** button at the bottom of the screen. Upon clicking on this button, the following window will appear :

A screenshot of a Windows-style dialog box titled "Return TN(s)". The dialog has a blue title bar with a yellow icon on the left and standard minimize, maximize, and close buttons on the right. The main area is light gray. It contains a "STATE:" label followed by a dropdown menu showing "MO". To the right is a "Telephone Number:" label followed by three input fields containing "314", "770", and "1000". At the bottom, there are three buttons: "Close", "Clear", and "Return..".

The field for the **STATE** will be pre-populated. Input the telephone number to be returned and click the **'Return.'** button on the window. If the telephone number has already been used on an order, or the 30-day reservation time limit has expired, a message will appear indicating that Verigate was unable to return the telephone number. Otherwise, Verigate will display a message indicating a successful return. Multiple Numbers must be returned one at a time.

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RESERVE TELEPHONE NUMBER

Southwestern Bell

Vanity Numbers i.e. (ONE-CALL) can not be requested. Vanity Numbers must be requested through the Local Service Center (LSC).

Accessing other Pre-Order functions from Reserve TN Window:

Once a number has been made available or has been reserved, it is possible to perform the following functions to continue the pre-order procedures.

- Obtain Service Availability
- Obtain Dispatch
- Obtain available Due Date
- Obtain PIC/LPIC List
- Obtain CLLI code.

To obtain other pre-order data:

- | |
|---|
| <ol style="list-style-type: none">1. Select the particular TN in either the 'Available TNs' list or the 'Reserved TNs' list and.<ul style="list-style-type: none">• If a TN is not selected from either list, the first TN in the 'Reserved TNs' list is used.• If there are no TNs in the 'Reserved TNs' list, then the first TN in the 'Available TNs' list is used. |
| <ol style="list-style-type: none">2. Click the button for the function desired. (Service Availability, Dispatch, Due Date, PIC/LPIC List, or Retrieve CLLI.) |

To obtain the CLLI Code (Common Language Location Identifier) :

After selecting a TN, the user will be given an option of obtaining the CLLI code for the Selected or Reserved Telephone Number. Select the "Retrieve CLLI" button to populate the CLLI field. The CLLI information represents the switch that provides service to the telephone number requested.

A user may also obtain the **CLLI Code** by clicking on the CLLI Code GUI button on the Verigate Toolbar and inputting the Telephone Number.

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Reserve Telephone Number

Pacific Bell/Nevada Bell

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RESERVE TELEPHONE NUMBER

Pacific Bell/Nevada Bell

- Click on “RESERVE TN” button from the Address Verification window.

The following window to Reserve Telephone Number(s) will appear:

Verigate

File Edit Options Window Help

Reserve Telephone Number

Address Information:

Address: 3915 DELTA FAIR BL Room: A2

Community: ANT Floor:

State: CA Zip/SAG: 94509 Building:

Subscriber Type: ☒ Residence ☐ Business

TN Category: 1R7

TN Optional Preference: NPA: NXX: LINE:

TNs needed (MAX 5): 2

Retrieve TN(s)

Close

Available TNs:

TN	Reservat
(510) 753-1426	GGLHHYC
(510) 753-1564	XGPDHYC

Reserved TNs:

TN	Reservat
----	----------

Exchange TN(s)

Reserve TN(s)

Service Availability...

Dispatch...

Due Date...

PIC/LPIC...

Retrieve CLI...

Return IN..

WARNING! Telephone Numbers must only be reserved as needed for a specific customer request. Numbers should only be reserved for the customer's service address. Failure to comply with this policy will lead to immediate forfeiture of this software.

Ready

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RESERVE TELEPHONE NUMBER

Pacific Bell/Nevada Bell

To Reserve a TN :

1. Select the Subscriber Type - Residence or Business
2. In the TN Category Section, enter the appropriate Telephone Number Category Code (TCAT) from the drop down box. Descriptions of TCATs can be found in the Help Menu.
3. TN Optional Preference (This is optional, if not populated the system will provide numbers randomly): An optional NPA, NXX and Line Number may be entered if served by the same local serving office. If a verified address is located in a area that has multiple NPAs, the NPA field has a drop down box to select alternative NPAs.
4. Number of Lines Needing TNs for this request. (MAX 5) Enter the number of lines needed for the request <ul style="list-style-type: none">• a maximum limit of 5 Telephone Numbers may be requested.
5. Click RETRIEVE TN(s) button.
6. If you receive a Error Message that “No TNs are Available” contact the LSC for more information and an investigation.

To Reserve the numbers provided:

1. Highlight a telephone number from the available list by clicking on it once.
2. Click the Arrow button > to move the number to the Reserve list. <ul style="list-style-type: none">• Click the arrow in the opposite direction < to move a number from the Reserve list back to the Available list.
3. When all the telephone numbers desired have been moved to the Reserve list, click the ' Reserve TN(s) ' button. <ul style="list-style-type: none">• The telephone numbers that have been moved to the Reserved TNs list are not reserved until the user clicks on the 'Reserve TN(s)' button.• A pop-up window will display with the list of Reserved TNs and the associated Reservation ID. (All TNs may have the same Reservation number ID or different reservation IDs).
4. Retain the Reservation ID numbers by copying or printing the pop-up window. <ul style="list-style-type: none">• This is very important. These ID numbers will be necessary to return any reserved numbers at a later date should the order change.

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RESERVE TELEPHONE NUMBER

Pacific Bell/Nevada Bell

Note: Once the TN Reserve button has been clicked, the telephone numbers will become grayed out to show that the telephone number has been reserved.

To exchange numbers provided in the Available TN list:

- | |
|---|
| <ol style="list-style-type: none">1. Click on the Exchange TNs button<ul style="list-style-type: none">• All TNs in the Available TN list will be returned and that quantity of TNs will be requested.• Exchange TN will not affect the TNs in the Reserve TN box. |
|---|

To Return (previously reserved) Telephone Numbers

Use the following instructions for Returning telephone numbers via the **Reserve TN** screen :

- | |
|--|
| <ol style="list-style-type: none">1. Highlight the telephone number to be returned on the Reserved TNs list |
| <ol style="list-style-type: none">2. Click the Return TN button. If the telephone number has already been used on an order, a message will appear indicating that Verigate was unable to return the telephone number. Otherwise, Verigate will display a message requesting confirmation that the number selected is to be returned. |

Returning Telephone Numbers From A Previous Session:

The Return (previously reserved) TN function may be performed on numbers reserved during previous TN Reservation sessions.

To Return a previously reserved TN:

- Select the RETURN TN button from the Verigate Toolbar or
- Select the RETURN TN button from the Address Verification window.

Proprietary Information

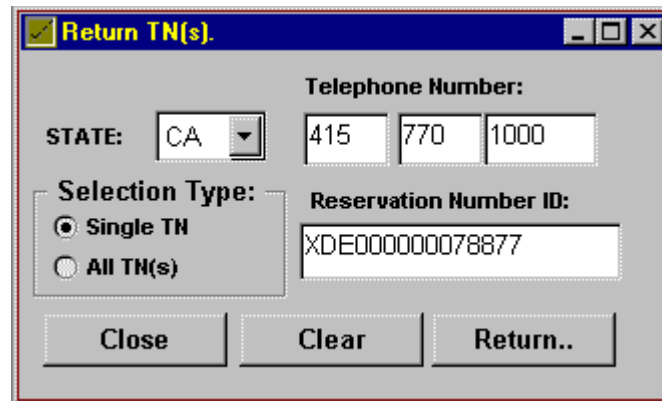
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RESERVE TELEPHONE NUMBER

Pacific Bell/Nevada Bell

The following window will appear:



1. Choose Selection Type (Single TN or All TN(s))
2. If 'Single TN' is selected, enter the telephone number and the Reservation Number ID. If 'All TN(s)' is selected, enter only the Reservation Number ID.
 - If the 'Return TN' function was invoked from the Toolbar, a Reservation ID is required.
3. Click the 'Return' button.
 - A message box will appear to prompt the user to be sure they wish to unreserve the given telephone number.
4. Click OK
 - If the telephone number has not been used on an order, Verigate will return the telephone number and make it available for future TN Reservation requests. Verigate will return a message indicating a successful return took place.
 - If the telephone number has already been used on an order, Verigate will provide a message indicating it was unable to return the telephone number.

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RESERVE TELEPHONE NUMBER

Pacific Bell/Nevada Bell

Accessing other Pre-Order functions from Reserve TN Window:

Once a number has been made available or has been reserved, it is possible to perform the following functions to continue the pre-order procedures:

- Obtain Service Availability
- Obtain Dispatch
- Obtain available Due Date
- Obtain PIC/LPIC List
- Obtain Return TN
- Obtain CLLI code

To obtain other pre-order data:

- | |
|---|
| <ol style="list-style-type: none">1. Select the particular TN in either the 'Available TNs' list or the 'Reserved TNs' list and.<ul style="list-style-type: none">• If a TN is not selected from either list, the first TN in the 'Reserved TNs' list is used.• If there are no TNs in the 'Reserved TNs' list, then the first TN in the 'Available TNs' list is used. |
| <ol style="list-style-type: none">2. Click the button for the function desired. |

To obtain the CLLI Code (Common Language Location Identifier) :

After selecting a TN, the user will be given an option of obtaining the CLLI code for the Selected or Reserved Telephone Number. Select the "Retrieve CLLI" button to populate the CLLI field. The CLLI information represents the switch that provides service to the telephone number requested.

A user may also obtain the **CLLI Code** by clicking on the CLLI Code GUI button on the Verigate Toolbar and inputting the NPA and NXX..

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Service Availability

Southwestern Bell

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SERVICE AVAILABILITY

Southwestern Bell

To view a list of services and features available for resold services:

From **Telephone Number Reservation** or **Address Verification** window:

- Select the 'Service Availability' button.

From the **Toolbar**:

- Click on the “Service Availability” icon, or
- Select FILE from the Menu bar and choose “SERVICE AVAILABILITY”.

This window will appear for states served by Southwestern Bell :

Verigate

File Edit Options Window Help

314 235 7563

Switch Type: DMC

Close

Retrieve Services

STATE: MO

Service Type: ☒ Resale ☐ UNE

Account Type: ☒ Business ☐ Residential

Retrieve Switch Type

Clear

USOC	DESCRIPTION
ABCA3	ALTERNATE ANSWER/OUTSIDE SYSTEM/BUSY
ABCA4	ALTERNATE ANSWER/OUTSIDE SYSTEM/DA
ABCA5	ALTERNATE ANSWER/OUTSIDE SYS/BUSY-DA
ABCCF	CALL FORWARDING PER LINE
ABCCW	CALL WAITING PER LINE
ABCC1	CALL PICKUP GROUP ASSIGNMENTS CHANGE
ABCC2	ACCESS CALLING CODES CHANGE
ABCC5	CONTROLLING LINE/CONVENIENCE DIALING
ABCC7	UNIFORM CALL DISTRIBUTION CHANGE
ABCD1	CONVENIENCE DIALING I-PER SYSTEM
ABCF1	FEATURE CHARGE PER LINE-PKG I

768 row(s) returned

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SERVICE AVAILABILITY

Southwestern Bell

To request a Service Availability listing:

1. Enter a Telephone Number (this will be pre-populated if you are entering from the Telephone Number Reservation Number window).
2. Select Account Type (Business or Residence)
3. Select Service Type (Resale or UNE)
4. Click on "Retrieve Services"

If the user selects Resale or UNE, a list of services and features will be provided by Uniform Service Order Codes (USOCs) in numeric order with the English description to the right. The USOC is the code used in the ordering process to specify the service or feature requested by the CLEC.

To sort the Description column in alphabetic order, double-click in the Description field at the top of the Description column.

To retrieve the Switch Type information, click on the Switch Type Button and the Switch Type Information will appear in the Switch Type field.

Note: The USOCs displayed will be different for the same Telephone Number based on whether business or residential was requested.

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Service Availability

Pacific Bell/Nevada Bell

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SERVICE AVAILABILITY

Pacific Bell/Nevada Bell

To view a list of services and features available for RESALE services:

From **Telephone Number Reservation** window:

- Select the 'Service Availability' button.

From the **Toolbar**:

- Click on the “Service Availability” icon, or
- Select FILE from the Menu bar and choose “SERVICE AVAILABILITY”.

To sort the Description column in alphabetic order, double-click in the Description field at the top of the Description column. (NPA/NXX only)

This window will appear for the states served by Pacific Bell/Nevada Bell:

NPA/NXX	RAD PHONE	DESCRIPTION
415770	4153620099	800 (Inward WATS)
415770	4153620099	976 Call Blocking
415770	4153620099	Internet Service Provider (ISP)
415770	4153620099	Coin Capability
415770	4153620099	Customer Owned Pay Telephone
415770	4153620099	Direct Inward Dialing
415770	4153620099	Virtual Message Wait Indicator (VMWI)
415770	4153620099	Limited Discount Program
415770	4153620099	Measured/Metro Service Indicator
415770	4153620099	976 Blocking, Option 2/3
415770	4153620099	Call Waiting with Delay Call Forwarding
415770	4153620099	Direct Connection shared

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SERVICE AVAILABILITY

Pacific Bell/Nevada Bell

To view a list of services and features:

1. Input the NPA/NXX or CLLI for data retrieval
2. Select the STATE
3. Select Service Type (SOSC or Resale)
4. Click on "Retrieve Services"

The NPA/NXX and state will be pre-populated if this service was requested from the Reserve Telephone Number window. The Resale Button will be defaulted on this screen. A list of services and features will be provided for each NPA/NXX. If a CLLI code was used as criteria, the services and features will be listed for each NPA/NXX served by that switch.

RAD Phone is the Telephone Number that is established in each switch so that a customer with Remote Access Call Forwarding (RACF) can activate this feature on their service.

To retrieve the Switch Type information, click on the Switch Type Button and the Switch Type Information will appear in the Switch Type field.

To view a list of services and features available for **Service Order Sub Committee Codes (SOSC)** and services:

From **Telephone Number Reservation** window:

- Select the 'Service Availability' button.
- Select the **SOSC Codes** button

From the **Toolbar**:

- Click on the "Service Availability" icon, or
- Select FILE from the Menu bar and choose "SERVICE AVAILABILITY".
- Select the SOSC Codes button

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SERVICE AVAILABILITY

Pacific Bell/Nevada Bell

To sort the columns in alphabetic order, double-click the field heading at the top of the column. (NPA/NXX only)

Verigate

File Edit Options Window Help

Service Availability

Selection Method

☒ NPA/NXX ☐ CLLI

STATE: CA

ServiceType

☐ Resale ☒ SOSC

Close

Retrieve Services

Retrieve Switch Type

Clear

SOSC	UNE USOC	RESALE USOC	DESCRIPTION
3WC	ESC	ESC	Three Way Calling
ACJ	CRE	CRE	Anonymous Call Rejection (PB ONLY)
ACR00	CRP	CRP	Repeat Dialing
ACR00	CCR	CCR	Call Return
CAL	CALTR	CALTR	Call Trace
CFW00	EVB	EVB	Busy Call Forwarding
CFW02	EVD	EVD	Delayed Call Forwarding
CFW02	CSF	CSF	Select Call Forwarding
CFW03	RAF	RAF	Remote Access to Call Forwarding
CFW03	ESM	ESM	Call forwarding Vaiable
CID01	CNM	CNM	Caller Id

32 row(s) returned

Proprietary Information

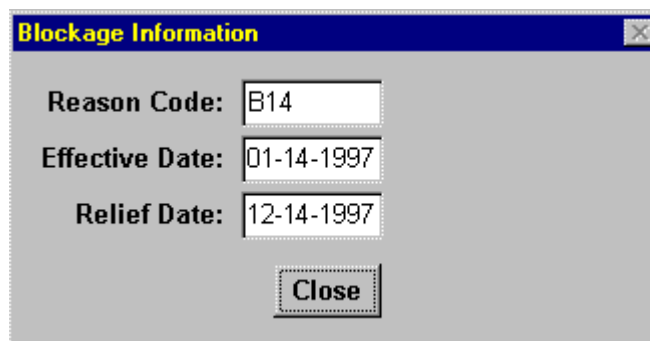
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SERVICE AVAILABILITY

Pacific Bell/Nevada Bell

The Service Availability listings for RESALE services may sometimes show features for RESALE services that are 'grayed-out' -e.g., 'Centrex IS (Centrex Basic Rate ISDN)', 'Home ISDN', etc. This indicates that this product/feature has blockage information associated with it. In order to retrieve detailed information regarding the blockage, double-click on the grayed row. This will display a window similar to the following indicating the reason for the blockage, the effective dates and relief dates of the blockage. Descriptions for the Reason Codes can be found in the online help. To get to online help PRESS the F1 key.



A screenshot of a Windows-style dialog box titled "Blockage Information". The dialog box has a blue title bar with a close button in the top right corner. The main area is gray and contains three labels with corresponding text boxes: "Reason Code:" with the value "B14", "Effective Date:" with the value "01-14-1997", and "Relief Date:" with the value "12-14-1997". At the bottom center of the dialog box is a button labeled "Close".

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Dispatch

Southwestern Bell

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DISPATCH

Southwestern Bell

To determine whether Dispatch or Construction will be required for new or additional service :

Residential Example:

1. Click on the 'Dispatch' button on the Reserve Telephone Number window
2. Enter the Total Facilities Requested for the order.
3. Click on the Residential button
4. The Dispatch Window will then come back and populate the following Boxes.
Available Facilities, Available Spare, Defective Spares, DISPATCH Required and CONSTRUCTION Required.

The following illustrates the Dispatch window :

The screenshot shows a window titled "Dispatch" with a blue title bar. Inside, there's a section for "Address Information" with fields for Street Address (1512 MISSISSIPPI AV), Community (ST LOUIS), State (MO), Zip/SAGA (63104), Apt/Unit/Room/Suite/Lot/Slip, Floor, and Building/Wing/Pier. To the right, "Total Facilities Requested:" is set to 1, with checkboxes for Business (unchecked) and Residential (checked). Below this, "Dispatch Required:" is Y, "Construction Required:" is N, "Available Facilities:" is 3, "Available Spares:" is 26, and "Defective Spares:" is 7. A note at the bottom states: "Note: Dispatch / Construction is for Resale Services and for orders which request SWBT to combine for the CLEC an unbundled 2-wire 8db analog loop with an unbundled analog switch port ONLY."

Address Information	
Street Address:	1512 MISSISSIPPI AV
Community:	ST LOUIS
State:	MO
Zip/SAGA:	63104
Apt/Unit/Room/Suite/Lot/Slip:	
Floor:	
Building/Wing/Pier:	

Facilities and Requirements	
Total Facilities Requested:	1
<input type="checkbox"/> Business	
<input checked="" type="checkbox"/> Residential	
Dispatch Required:	Y
Construction Required:	N
Available Facilities:	3
Available Spares:	26
Defective Spares:	7

Note: Dispatch / Construction is for Resale Services and for orders which request SWBT to combine for the CLEC an unbundled 2-wire 8db analog loop with an unbundled analog switch port ONLY.

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DISPATCH

Southwestern Bell

Residential Example: (Continued)

The window on the previous page displays Dispatch and Construction information from the verified address for a **Residential** request that has been pre-populated from the Reserve Telephone Number window. 'Y' means Dispatch or Construction by Southwestern Bell installers or crews will be required and 'N' means they will not be required.

The Dispatch window on Residential inquiries also provides the user with Facilities and Spare information. The Dispatch window will also display **Available Facilities**. **Available Facilities** are the spares lines available to the address on the order request. **Available Spares** will also be displayed in the Dispatch window. **Available Spares** are spare lines available in the neighborhood area facilities box of the address for the request. **Defective Spares** will also be displayed in the Dispatch window. **Defective Spares** are lines in the neighborhood area facilities box that need repair by a technician before they can be used on any request.

Helpful Information: (Example): If the Verigate User is Requesting one (1) additional line at a Residential Address, and there is one (1) **Available Facilities** at the address, Verigate will not show the number of **Available Spares** and **Defective Spares**.

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DISPATCH

Southwestern Bell

Business Example:

Dispatch is required for all Business orders, except conversions. In addition, all Business Orders adding **FIVE (5)** or more new or additional lines must call the Local Service Center so that Facilities availability can be checked. After selecting Business on the Dispatch screen the user will see the following screen advising them that Dispatch is required.

The screenshot shows a window titled "Dispatch" with a blue title bar. Inside, there is a section for "Address Information" with several input fields: "Street Address:" (containing "1512 MISSISSIPPI"), "Community:" (containing "ST LOUIS"), "State:" (containing "MO"), "Zip/SAGA:", "Apt/Unit/Room/Suite/Lot/Slip:", "Floor:", and "Building/Wing/Pier:". To the right of these fields is a "Total Facilities Requested:" field. Below the address fields are four buttons: "Retrieve Dispatch", "Due Date...", "Clear", and "Close". To the right of these buttons are two radio button options: "Business" (which is selected) and "Residential". At the bottom of the window, there is a red text message: "- Dispatch is required on all Business Requests, except Conversions -".

Address Information		Total Facilities Requested:
Street Address:	1512 MISSISSIPPI	
Community:	ST LOUIS	
State:	MO	Zip/SAGA:
Apt/Unit/Room/Suite/Lot/Slip:		
Floor:		
Building/Wing/Pier:		
Retrieve Dispatch		Due Date...
Clear		Close
- Dispatch is required on all Business Requests, except Conversions -		

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Dispatch

Pacific Bell/Nevada Bell

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DISPATCH

Pacific Bell/Nevada Bell

To determine whether Dispatch will be required for new or additional service :

1. Click on the 'Dispatch' button on the Reserve Telephone Number window

The following illustrates the Dispatch Window:

Verigate

File Edit Options Window Help

Dispatch

Address Information

Street Address: 1504 WALPOLE DR

Community: TAHOMA

State: CA Zip/SAGA: 96142

Apt/Unit/Room/Suite/Lot/Slip:

Floor:

Building/Wing/Pier:

Total Facilities Requested: 1

☐ Business

☒ Residential

Retrieve Dispatch Due Date... Clear Close

Dispatch Required: Y Available Facilities: 3

Construction Required: N Available Spares: 26

Defective Spares: 7

Service dates are for resale Basic Exchange services. Service dates may also be used for Unbundled Network Element (UNE) 2-wire basic analog single serving wire center loop orders of less than 20 loops, with or without LNP. However, no commitment of less than 3 business days shall be made to the end user. In addition, service dates may be applied to orders that request Pacific Bell to combine for the CLEC an unbundled 2 wire 8db loop with an analog unbundled switch port, only where the CLEC has Combination provisions with flexible installation intervals set forth in its Pacific Bell Interconnection Agreement.

Ready

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DISPATCH

Pacific Bell/Nevada Bell

This window displays dispatch information from the verified address that has been pre-populated from the Reserve Telephone Number window. 'Y' means dispatch will be required by Pacific Bell/Nevada Bell installers and 'N' means dispatch is not required.

The window on the previous page displays Dispatch and Construction information from the verified address for a **Residential** request that has been pre-populated from the Reserve Telephone Number window. 'Y' means Dispatch or Construction by Pacific Bell/Nevada Bell installers or crews will be required and 'N' means they will not be required.

The Dispatch window on Residential inquiries also provides the user with Facilities and Spare information. The Dispatch window will also display **Available Facilities**. **Available Facilities** are the spares lines available to the address on the order request. **Available Spares** will also be displayed in the Dispatch window. **Available Spares** are spare lines available in the neighborhood area facilities box of the address for the request. **Defective Spares** will also be displayed in the Dispatch window. **Defective Spares** are lines in the neighborhood area facilities box that need repair by a technician before they can be used on any request.

Helpful Information: (Example): If the Verigate User is Requesting one (1) additional line at a Residential Address, and there is one (1) **Available Facilities** at the address, Verigate will not show the number of **Available Spares** and **Defective Spares**.

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DISPATCH

Pacific Bell/Nevada Bell

Business Example:

Dispatch is required for all Business orders, except conversions. In addition, all Business Orders adding **FIVE (5)** or more new or additional lines must call the Local Service Center so that Facilities availability can be checked. After selecting Business on the Dispatch screen the user will see the following screen advising them that Dispatch is required.

The screenshot shows a Windows-style application window titled "Verigate". Inside, there is a sub-window titled "Dispatch". The "Dispatch" window contains a form with the following fields:

- Address Information:
 - Street Address: 3915 DELTA FAIR BL
 - Community: ANT
 - State: CA
 - Zip/SAGA: 94509
 - Apt/Unit/Room/Suite/Lot/Slip: A2
 - Floor:
 - Building/Wing/Pier:
- Total Facilities Requested:
- ☒ Business
- ☐ Residential

Below the form are four buttons: "Retrieve Dispatch", "Due Date...", "Clear", and "Close". At the bottom of the window, a red message reads: "- Dispatch is required on all Business Requests, except Conversions -". The status bar at the bottom left says "Ready".

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Due Date

Southwestern Bell

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DUE DATE

Southwestern Bell

To view a window of dates when Southwestern Bell crews are available to complete resold services:

- Select the “Due Date” icon on the Verigate Toolbar
or
- Select FILE from the menu bar and choose “Due Date”.

Due Date can also be selected from the button on the Address Verification Reserve Telephone Number, and Dispatch windows.

The following illustrates the Due Date window :

AVAILABLE DATES	AM/PM
02-23	all day

02-26	all day
02-27	all day
02-28	all day

Note: Service Dates are for Resale Services and for orders which request SWBT to combine for the CLEC an unbundled 2-wire 8db analog loop with an unbundled analog switch port ONLY.

To request a Due Date schedule:

- | |
|--|
| 1. Enter a Telephone Number (this will be pre-populated if you are entering from Telephone Number Reservation window). |
| 2. Select Business or Residence |
| 3. Click on “Due Date(s)” |

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DUE DATE

Southwestern Bell

Available dates when installation crews are available are listed by the calendar days of the week and the asterisks (*) indicate dates that crews are unavailable. Appointment times are represented by AM, PM and All Day depending on availability. All times reflect Central Standard Time.

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Due Date

Pacific Bell/Nevada Bell

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DUE DATE

Pacific Bell/Nevada Bell

To view the next available date when Pacific Bell/Nevada Bell crews can complete resold services:

- Select the “Due Date” icon on the Verigate Toolbar
or
- Select FILE from the menu bar and choose “Due Date”.

Note: Due Date can also be selected from the button on the Address Verification, Reserve Telephone Number and Dispatch windows.

The following illustrates the Due Date window :

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Verigate

File Edit Options Window Help

State: CA Remarks Due Date(s) Close

EXCO SF FO Account Type: ☒ Business ☐ Residential

LINE TYPE	DUE DATE	AM / PM
Business	1998 / 06 / 24	PM only

Service dates are for resale Basic Exchange services. Service dates may also be used for Unbundled Network Element (UNE) 2-wire basic analog single serving wire center loop orders of less than 20 loops, with or without LNP. However, no commitment of less than 3 business days shall be made to the end user. In addition, service dates may be applied to orders that request Pacific Bell to combine for the CLEC an unbundled 2 wire 8db loop with an analog unbundled switch port, only where the CLEC has Combination provisions with flexible installation intervals set forth in its Pacific Bell Interconnection Agreement.

Ready

DUE DATE

Pacific Bell/Nevada Bell

To request a Due Date listing:

1. STATE (if needed)
2. Enter an EXCO (EXCO is populated on the Address Verification screen)
3. Select Business or Residence
4. Click on "Due Date(s)"

EXCO (Exchange Code): is defined as a code that describes the meeting of an exchange area and a central office. One Central Office can encompass several EXCOs because a single central office can serve several exchanges.

FDD (Flexible Due Date)

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Pacific Bell is offering FDD (Flexible Due Date) to the Local Wholesale Customer. The FDD process will allow the CLEC to check and/or select the next available due date through Verigate, with a minimum of 3 days utilizing FDD due date interval, for orders of 19 or less 2-wire basic analog loops REQ TYP A and B for New Connects (N) and outside moves (T). In addition, Pacific will make available a standard 3 day interval for the activities of Reconfiguration (V) and Change. FDD is not applicable for Reconfiguration and Change orders because these requests do not require a field dispatch. FDD also offers Saturday due dates to CLEC, when available in the FDD tables (*After FDD tables from SORD to CESAR have been reinstated.) Tables are in CESAR for both North & South, Cesar will have the logic to check the table May 18th.

FDD Process Rules

FDD process, minimum of 3 days, applies to **Basic, Single SWC (non-designed), and quantity of 1 -19 Loops with ZCFA only**. When the LSC receives such a request, the LSC will check/validate the requested due date in the FDD table, and apply the following rules, with a Taken Date cut off time of 3.00 PM:

- If the due date requested is 3 days, and the available FDD table is also 3 days, accept the requested due date.
- If the due date requested is more than 3 days, and the available FDD is greater than the due date requested, then assign the FDD.
- If the due date requested is 3 days or more, and FDD is less than 3 days, assign the date requested based on Business Days.

DUE DATE

Pacific Bell/Nevada Bell

- If the due date requested is less than 3 days, assign the next available due date according to the FDD tables, minimum of 3 days.

Due Date Interval Example:

- If the request is received before 3pm on Monday, the taken date is Monday. The minimum 3-day interval is Thursday. However, apply the greater of the FDD or desired due date, if either are greater than 3 days.
- If the request is received after 3pm on Monday, the taken date is Tuesday (following day). The minimum 3-day interval is Friday. However, apply the greater of the FDD or desired due date if either are greater than 3 days.

Request Receive:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Before 3pm	0	1	2	3		
After 3pm	-	0	1	2	3	

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For flow-through, FDD process applies to Basic, Single SWC Loop, ACT N (New Connect) only. Multi-SWC Basic and Assured Loops will continued to use 5 days standard due date interval.

3-Day Standard Due Date Including a Saturday Due Date

REQTYP C, ACT V, Standalone LNP (Local Number Portability)

- Pacific Bell will offer a **3-day minimum standard** due date for standalone LNP.
- Use Monday through Saturday in the due date calculation.
- Saturday is offered as a regular due date.
- CLEC can request Saturday as a Desired Due Date (DDD).

3-Day Standard Due Date

REQTYP A & B, ACT V, Basic Loop & Loop with NP, Single Serving Wire Center with ZCFA

- Pacific Bell will offer a **3-day minimum standard** due date for Reconfiguration, Loop and Loop with NP.

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DUE DATE

Pacific Bell/Nevada Bell

- Use Monday through Friday in the due date calculation..
 - Saturday due date is NOT available.
 - If DDD is a Saturday, offer the next available Business day (Monday through Friday) as due date.
 - FDD validation is NOT required.
- Apply to 9 or less Loops only.

FDD Saturday Due Dates

REQTYP A, ACT N & C, Basic Loop, Single Serving Wire Center with ZCFA

- Pacific Bell will offer a **3-Business day minimum or FDD**, whichever is greater for Loop new installation and changes.
- Monday through Friday, and will allow Saturday in the due date calculation, if the DDD is Saturday, and DDD is available in FDD tables.
- FDD validation is REQUIRED.
- Apply to 19 or less Loops only.

Saturday due dates are not offered in the following situations:

- If DDD is less than 3 days, and next available FDD date is Saturday, offer the next Business day (Monday through Friday) as due date.
- If DDD is more than 3 days, and DDD is a future Saturday, offer the next Business day as the due date excluding Saturday.

Example: Saturday Due Date

If the request is received **before 3pm (Pacific Time)** on Wednesday, and the DDD is Saturday, and DDD is available in FDD, apply the Saturday due date.

If the request is received **after 3pm (Pacific Time)** on Wednesday, taken date is Thursday, and the DDD is Saturday, offer the next available Business day FDD (Tuesday) as the due date.

Request Receive:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Before 3pm			0	1	2	3
After 3pm			0	0	1	
	2	3				

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InterLATA Pre- subscription Indicator Code (PIC)/IntraLATA Pre- subscription Indicator Code (LPIC) List

Southwestern Bell

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PIC/LPIC LIST

Southwestern Bell

The PIC/LPIC List function has been enhanced to display both PIC and LPIC information. To view the LPIC list the user will select the PIC/LPIC List button (which has been renamed from the PIC List) The List displayed to the user will include all InterLATA and IntraLATA exchange carriers. Please note that if a carrier is not both a InterLATA and IntraLATA exchange providers, this will be noted in the Remarks Section.

To view a list of codes for InterLATA Pre subscription Indicator Code/IntraLATA Pre subscription Indicator Codes providing long distance services:

1. From the Reserve Telephone Number window, click the 'PIC/LPIC List' button.
 - The telephone number and Zip code will be forwarded from the Reserve Telephone Number window.

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PIC/LPIC LIST

Southwestern Bell

The following illustrates the PIC/LPIC List window

CIC	ACNA	ACNA DESCRIPTION
0395	LOS	LONG DISTANCE NETWORK, INC. 1-800-999-0395
0421	CDK	LDOS/COM-LINK 21 1-800-274-0021
0222	MCI	MCI/AMERICAN EXPRESS RES: (ENGLISH) 1-800-825-5624 RES: (SPANISH) 1-800-950-4
0464	WTL	REFER CUSTOMERS TO WITEL 1-800-864-4060 DO NOT ASSIGN CUSTOMERS
0885	CGI	COMMUNIGROUP, INC. LONG DISTANCE FOR LESS 1-800-747-8000
0732	ATX	AT&T LONG DISTANCE SERVICE - DO NOT OFFER AS EASY ACCESS DIALING - *** DEM
0070	NTX	U.S. LONG DISTANCE (FORMERLY NATIONAL TELEPHONE EXCHANGE) 1-800-460-USL
0835	TDD	TELECOM*USA/TELECONNECT*USA 1-800-728-7000
0288	ATX	ATT LONG DISTANCE SERVICE RES: 1-800-222-0300 BUS: 1-800-222-0400
0888	MCI	TELECOMMUNICATIONS
0339	CAB	DIAL US HEDGES PROTEL COMMUNICATIONS SYSTEMS 1-800-385-0101
0220	WUT	WESTERN UNION HAS MERGED WITH TELECONNECT*USA. USE 835.TDD(CIC/ACNA
0223	TDX	CABLE AND WIRELESS/TDX BUSINESS 1-800-486-8686
0827	SZT	***DEMAND ONLY*** ZTS, INC. 1-800-777-9577
0349	CAB	COMMUNICATIONS CABLE LAYING CO., INC. 1-800-385-0101
0658	ONR	ONCOR COMMUNICATIONS, INC. 1-800-825-5533 ***BUSINESS & PUBLIC ONLY***
0621	TZX	***DEMAND ONLY*** TELENATIONAL COMMUNICATIONS 1-800-633-9539

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InterLATA Pre- subscription Indicator Code (PIC)/IntraLATA Pre- subscription Indicator Code (LPIC) List

Pacific Bell/Nevada Bell

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PIC/LPIC LIST

Pacific Bell/Nevada Bell

To view PIC/LPIC List information:

From **Telephone Number Reservation** window:

- Select the 'PIC/LPIC List' button

From the **Toolbar**:

- Click on the "PIC/LPIC List" icon, or
- Select FILE from the menu bar and choose "PIC/LPIC List"

This window will appear for the states served by Pacific Bell/Nevada Bell:

CIC	ACNA	ACNA DESCRIPTION
10822	ULM	ATHENA INTERNATIONAL ILC [B]
10096	FLX	CITIZEN'S LONG DISTANCE [BR]
10509	IAN	INTERNATIONAL AUDIOTEXT NETWORK, IN [PIC]
10718	BEY	WKP, INC. [BR]
10799	LGF	LONG DISTANCE INT'L, INC. [BR]
10612	CGR	TOTAL WORLD TELECOM [BRC]
15830	GSS	GENESIS COMMUNICATIONS INT'L, INC. [BR]
10284	AVU	AMERIVISION COMMUNICATIONS [BR]
10200	UWT	US WATS [B]
15957	UID	UNIDIAL [BR]
10822	ULM	ATHENA INTERNATIONAL ILC [R]
10750	HMC	HI-RIM COMMUNICATIONS, INC. [B]
10948	SSM	SWITCHED SERVICE COMMUNICATIONS [BR]
10844	PTQ	PREFERRED TELECOM, INC. [BR]
15483	GDP	GTE LONG DISTANCE [BR]
15014	TFG	THE FURST GROUP, INC. [BR]
10457	TDG	DIAL & SAVE [BR]

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PIC/LPIC LIST

Pacific Bell/Nevada Bell

This window displays a PIC/LPIC List for states served by Pacific Bell by a particular NPA/NXX or CLLI Code.

To view a list of InterLATA Pre subscription Indicator Code/IntraLATA Pre subscription Indicator Code codes:

1. Select NPA/NXX or CLLI as the criteria
2. Input the NPA/NXX or CLLI for data retrieval
3. Click on "Retrieve PIC/LPIC List"

The window will display a list of the codes for IntraLATA exchange Carriers for the NPA/NXX requested. If a CLLI code was input, the codes for each NPA/NXX supported in the switch will be listed. This list can be sorted by either Carrier Identification Code (CIC), Access Carrier Name Abbreviation (ACNA) or ACNA Description by double-clicking in the appropriate field at the top of each column.

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Customer Service Record (CSR)

Southwestern Bell

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CUSTOMER SERVICE RECORD (CSR)

Southwestern Bell

Accessing the CSR window:

- Select the “CSR” icon on the Verigate Toolbar
or
- Select FILE from the menu bar and choose “CSR”.

CUSTOMER SERVICE RECORD INPUT WINDOW

This window is used to retrieve Customer Service Record information by entering a Telephone Number. The Telephone Number entered will be referred to later as the Input Telephone Number or 'Input TN'.

NOTE: If the Verigate User inputs a Telephone Number that is located in a territory other than the territory of Southwestern Bell, the User will receive a message:

**ACCOUNT OUT OF SWBT ILEC AREA;
ACCOUNT NOT AVAILABLE**

This message means: The account that you (CLEC) have tried to access, is not an account physically located in Southwestern Bell Incumbent Local Exchange Carrier (ILEC) Territory. This account is located in another ILEC territory. For information concerning this account, you must first contact the appropriate ILEC in whose territory you are trying to do business. If the ILEC has no information on this account, then you must contact the Southwestern Bell Sport Center direct.

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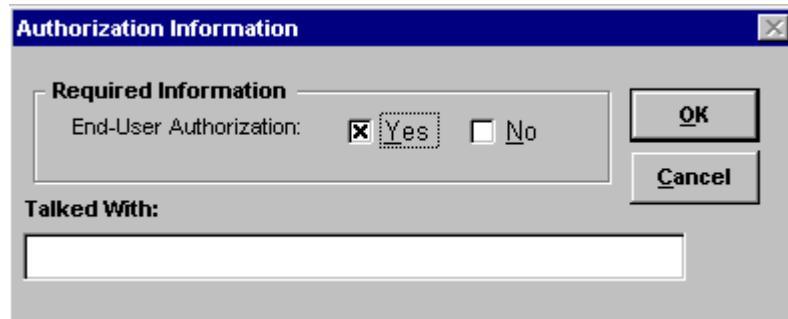
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CUSTOMER SERVICE RECORD (CSR)

Southwestern Bell

Authorization Information

End-User customer authorization is required prior to receiving a display of the Customer Service Record. The following illustrates the Authorization Information window :

The image shows a Windows-style dialog box titled "Authorization Information". It has a blue title bar with a close button (X) in the top right corner. The main area is light gray. At the top, there is a section labeled "Required Information". Below this, the text "End-User Authorization:" is followed by two radio buttons. The first radio button is selected and labeled "Yes", and the second is labeled "No". To the right of these options are two buttons: "OK" and "Cancel". Below the "Required Information" section, there is a label "Talked With:" followed by a large, empty text input field.

The Customer Service Record information will be available without a prompt for authorization if the customer account is owned by the CLEC attempting to access the information. However, if the customer account is not owned by the CLEC, authorization validation is required.

Enter 'Yes' when authorization to view and convert the account has been received from the End-User customer.

Enter 'No' when authorization to view and convert the account has not been received from the End-User customer.

The 'Talked With' field for the name of the End-User customer is optional.

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CUSTOMER SERVICE RECORD (CSR)

Southwestern Bell

CUSTOMER SERVICE DETAIL RECORD

When the Input TN is entered, the system performs a cross-reference function against the Master Billed Telephone Number (MBTN). If the Input TN equals the MBTN, and there are no other TNs under the account, then the Customer Service Detail Record window will be displayed. If the Input TN does not equal the MBTN, the Customer Service Summary Report window will be displayed with the appropriate account structure information of Bill-Ons, Working Telephone Numbers (WTNs) and Calling Card Telephone Numbers. The following illustrates the Customer Service Detail Record Window :

Verigate

File Edit Options Window Help

Customer Service Record Input

Customer Service Summary Report

Customer Service Detail Record

Master BTN: 314 149 2136 222

Requested 314 621 4172

Close

Verigate Customer Service Record (CSR).
Provided by Southwestern Bell Telephone.
Requested date: 03/03/99 13:47:30
Billed telephone number: (314)149-2136 222009
Requested WTN: (314)621-4172
Class of Service: 1FL
RSCP: N

-- Listing Section --

NONLISTD NAME : (SPNL)S*U*B*T;
LISTED ADDR : (OAD)
SERVICE ADDR : 909 CHESTNUT ST.
ST LOUIS, MO/DZIP 63101
LOCATION : RM 22-V-08

Single CSR Complete

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CUSTOMER SERVICE RECORD (CSR)

Southwestern Bell

The screenshot shows a window titled "Verigate - [Customer Service Detail Record]". It has a menu bar with "File", "Edit", "Options", "Window", and "Help". Below the menu bar is a toolbar with various icons. The main area contains the following text:

Master BTN: 314 143 2136 222
Requested 314 621 4172
Close

Provided by Southwestern Bell Telephone.
Requested date: 03/11/99 16:07:45
Billed telephone number: (314)149-2136 222009
Requested WTN: (314)621-4172
Class of Service: 1FL
RSCP: N

-- Listing Section --
NONLISTD NAME : (SPHL)S*U*B*T;
LISTED ADDR : (OAD)
SERVICE ADDR : 909 CHESTNUT ST.
ST LOUIS, MO/DZIP 63101
LOCATION : RM 22-V-08

-- Additional Listing Section --
DIR REQMENTS : NONE

-- Billing Section --
TAR: STL
SIC: S4813
AECN: 6N

Single CSR Complete

In the **HEADING** portion of the Customer Service Record (CSR), the following items will be displayed: Request Date and Time of the CSR, Billed Telephone Number and Customer Code, Requested Working Telephone Number (WTN), Class of Service (1party, 2 party, etc) and RSCP (Local Service Provider Protection) indicator (If the RSCP field has a "Y" then the Company that placed the RSCP on the customer account will be the only company capable of viewing the account and will see the "Y". If a RSCP indicator has NOT been placed on an account then a "N" will appear, and the account can be viewed.

In the **LISTING SECTION** portion of the CSR, the following items will be displayed: Listed Name, Listed Address and Service Address will be shown.

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CUSTOMER SERVICE RECORD (CSR)

Southwestern Bell

In the **BILLING SECTION** portion of the CSR, the following items will be displayed: Billed Name, Billed Address, Post Office (City, State, Zipcode) and TAR (Tax Code for the city), Exchange Code (the Exchange where the account is located) and Alternate Exchange Carrier Number (AECN). The AECN reflects to the user the owner of the account.

In the **CALLING CARD SECTION** portion of the CSR, the following items will be displayed: A USOC will be displayed if the customer has a Calling Card.

In the **CIRCUIT ID SECTION** portion of the CSR, Circuit information will now be displayed. An example of what will appear in the Circuit ID Section is information relating to Burglar alarms.

In the **SERVICE and EQUIPMENT SECTION** portion of the CSR, the following items will be displayed. All USOC's, FID's and DATA associated with the Customers account.

If a customer has **SHARED TENANT SERVICE**, "*Owned Wiring*" will be shown in the **Listing Section** of the Customer Service Record (CSR). This will also appear on the Address Verification screen after an address has been verified.

SAVE Verigate provides the ability to save text to a file on the local PC machine. This function is accessed via the toolbar SAVE button or via the menu item "EDIT - SAVE". Once the button/menu is selected, a save as dialog box will appear. The default directory, SWB\VERIGATE will be the default directory to save files to. If the user wishes to save to a different directory, a full path must be typed into the filename input box. For example, if a file is to be saved into a folder called temp on the local C drive, the user would type "C:\TEMP\FILENAME". A variety of file types can be used, select the appropriate radio button to choose a type other than the one displayed. Common types would be .xls for spread sheet, or .txt for plain text file. The save option applies to the following windows: CFA, NC/NCI, Service Availability, Pick List, Due Date, and CSR reports.

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CUSTOMER SERVICE RECORD (CSR)

Southwestern Bell

CUSTOMER SERVICE SUMMARY REPORT

When inputting a TN associated with a Master Billing Telephone Number (MBTN), then account information for Bill-On(s), Working Telephone Numbers (WTNs) and Calling Card Telephone Numbers is provided on the Customer Service Summary Report window. This information will be provided on a Summary Report if the Total Working Telephone Numbers does not exceed 1000. The following illustrates a Customer Service Summary Report based on the Input TN and cross-referenced to the MBTN. The user can retrieve detail information on all WTNs on the Summary Report.

The screenshot shows a software window titled "Verification Gateway" with a menu bar (File, Edit, Options, Window, Help) and a toolbar. Below the menu bar is a sub-window titled "Customer Service Record Input" which contains a "Customer Service Summary Report" sub-window. The "Customer Service Summary Report" sub-window has the following fields and buttons:

- MBTN: 785 827 7241 330
- INPUT TN: 785 827 7241
- Total Bill-Ons: 1
- Total WTNs: 4
- Total Calling Cards: 1
- Buttons: Consolidated CSR, Retrieve Detail CSR, Close

Below these fields is a table with three columns: Bill-Ons, WTNs, and Calling Cards.

Bill-Ons	WTNs	Calling Cards
		(218) 005-1150
	(785) 452-9900	
	(785) 827-7241	
	(785) 827-7242	
(785) 827-7241, 330 001		
	(785) 827-6056	

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CUSTOMER SERVICE RECORD (CSR)

Southwestern Bell

Once this information is provided , the following functionality is available:

- **Retrieve Detail CSR** : Highlight any WTN row and click “Retrieve Detail CSR” button to request a Detail CSR report. Double-click on the WTN row to request a Detail CSR report as well. A new window with the Customer Service Detail Report will be presented with the appropriate data.
- **Consolidated CSR** : Consolidated CSRs can be requested on any account with less than 1000 Total Working Telephone Numbers (WTNs). Requests for CSRs that contain more than 1000 WTNs will be processed by the LSC. When requests are entered that exceed the 1000 WTN limit, the user will receive an information message stating: ***“CSR request exceeds the 1000 WTN limit. Contact the Local Service Center to complete request.”***
- If the 'Consolidated CSR' button is clicked a Consolidated CSR will be displayed in the Consolidated Customer Service window. In the Consolidated CSR environment, accounts with more than 30 WTNs will be displayed to the user, 30 telephone numbers at a time. For example, after viewing the first 30 telephone numbers from a Consolidated CSR request the User will have the option of clicking on the button **“Next 30 TNs”** to view the next 30 TNs associated with the account. After viewing the second set of up to 30 TNs, the User is given the opportunity to review the previous 30 TNs by clicking on the **“Previous 30 TNs “** button or viewing the next set of 30 TNs by clicking on the **“Next 30 TNs”** button. The User will also be able to PRINT each set of up to 30 TNs as they are displayed on the screen. Displaying and Printing Consolidated Accounts in sets of 30 WTNs will keep from maximizing the memory of the User on the PC and a faster response time will be realized by the user in retrieving accounts with more than 30 WTNs.

CSR information may be printed by clicking the PRINT button on the Toolbar or under the FILE menu.

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CUSTOMER SERVICE RECORD (CSR)

Southwestern Bell

CONSOLIDATED CSR

The screenshot shows a Windows-style application window titled "Verification Gateway". Inside, there's a "Customer Service Record Input" section with a "Consolidated Customer Service Record" sub-window. The sub-window displays the following information:

Verigate Customer Service Record (CSR)
Provided by Southwestern Bell Telephone
Requested date: 10/16/98 11:00:40
Requested Account: (785)827-7241.330
Class of Service: 1BH

Billing TN: (785)827-7241.330

-- Listing Section --

LISTED NAME	: WELLS; GROUP INC THE
LISTED ADDR	: 656 N BROADWAY
	: /DZIP 67401
SERVICE ADDR	: 656 N BROADWAY BLVD.
	: SALINA, KS/DZIP 67401
ALT CALL NUM LSTG	: (A)<WELLS; GROUP INC THE
	: (1)IF NO ANSWER CALL
SIC	: S4013

At the bottom of the window, it says "Ready".

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Customer Service Record (CSR)

Pacific Bell/Nevada Bell

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CUSTOMER SERVICE RECORD (CSR)

Pacific Bell/Nevada Bell

Accessing the CSR window:

- Select the “CSR” icon on the Verigate Toolbar
or
- Select FILE from the menu bar and choose “CSR”.

The following illustrates the CSR window :

CUSTOMER SERVICE RECORD INPUT WINDOW

Customer Service Record Input

Telephone Number: 415 770 1234

State: CA

Retrieve Info **Clear** **Close**

WARNING! Customer Service Information must only be requested as needed for a specific, individual customer request. Failure to comply with this policy will lead to immediate forfeiture of this software.

This window is used to retrieve Customer Service Record information by entering a Telephone Number. The telephone Number entered will be referred to later as the Input Telephone Number or “Input TN”.

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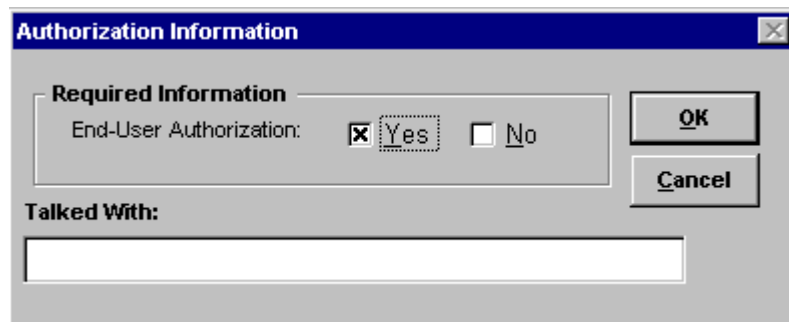
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CUSTOMER SERVICE RECORD (CSR)

Pacific Bell/Nevada Bell

Authorization Information

End-User customer authorization is required prior to receiving a display of the Customer Service Record. The following illustrates the Authorization Information window.

The image shows a Windows-style dialog box titled "Authorization Information". It has a blue title bar with a close button (X) in the top right corner. The main area is light gray. Under the heading "Required Information", there is a label "End-User Authorization:" followed by two radio buttons. The "Yes" radio button is selected and highlighted with a dashed border, while the "No" radio button is unselected. To the right of these options are two buttons: "OK" and "Cancel". Below the "Required Information" section is a label "Talked With:" followed by a single-line text input field.

The Customer Service Record information will be available without a prompt for authorization if the customer account is owned by the CLEC attempting to access the information. However, if the customer account is not owned by the CLEC, authorization validation is required.

Enter 'Yes' when authorization to view and convert the account has been received from the End-User customer.

Enter 'No' when authorization to view and convert the account has not been received from the End-User customer.

The 'Talked With' field for the name of the End-User customer is optional.

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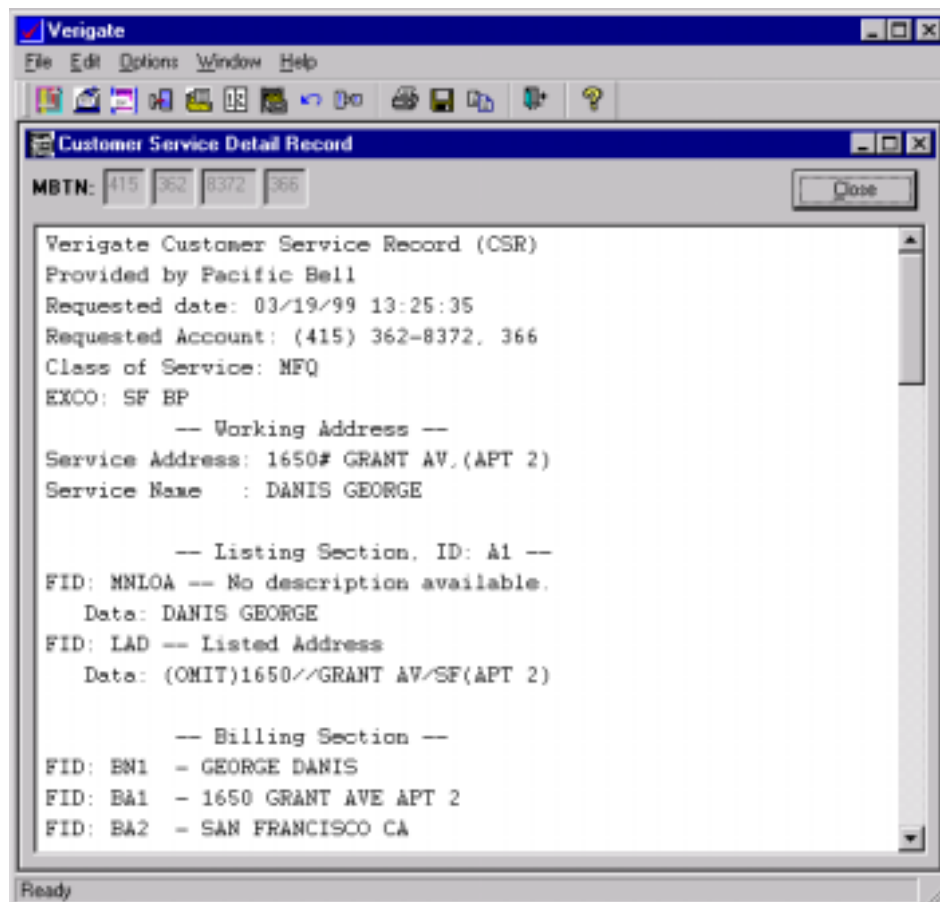
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CUSTOMER SERVICE RECORD (CSR)

Pacific Bell/Nevada Bell

CUSTOMER SERVICE DETAIL RECORD

The following illustrates the Customer Service Detail Record Window :



Note: Customer Service Summary Report is not available for Pacific Bell/Nevada Bell.

Notice: If a large Telephone Account (TN) is entered for a Customer Service Record and the data in the actual CSR data exceeds 4 mg., the user will receive a screen that says: "Verigate is unable to process this large of an account, please call for assistance". The user then should call the IS Call Center or the Local Service Center for further assistance.

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CUSTOMER SERVICE RECORD

Pacific Bell/Nevada Bell

Customer Service Record (CSR) information provides information about the service, equipment and other information related to an existing Pacific Bell/Nevada Bell customer account. This information is useful in discussing and confirming business arrangements, service and proposals with the account. If these discussions result in an order, the CSR information can help ensure that the order is correctly submitted. In this way, CSR information can facilitate the smooth and correct execution of ordering processes.

When a request for CSR is submitted, the Customer Service information will be retrieved by working Telephone Number or Billing Telephone Number. If a Working Telephone Number is entered, it will be cross referenced to the Billing Telephone Number and the entire account will be delivered to the requester. The following is included as CSR information:

In the **HEADING** portion of the Customer Service Record (CSR), the following items will be displayed: Request date and time, Billed telephone number, Requested Account, Class of Service, and EXCO.

In the **WORKING ADDRESS** section, the Service Address and Service Name is shown to the user.

In the **LISTING SECTION** portion of the CSR, the following items will be displayed: Listed Name, Listed Address and Service Address. If a customer has Shared Tenant Service, "Owned Wiring" will be shown in the *Listing Section* of the Customer Service Record (CSR).

In the **BILLING SECTION** portion of the CSR, the following items will be displayed: Billed Name, Billed Address, and Post Office (City, State, Zipcode).

In the **SERVICE and EQUIPMENT SECTION** portion of the CSR, the following items will be displayed. All USOC's, FID's and DATA associated with the Customers account.

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CUSTOMER SERVICE RECORD

Pacific Bell/Nevada Bell

In the **CALLING CARD SECTION** portion of the CSR, the following items will be displayed: A USOC will be displayed if the customer has a Calling Card.

SAVE Verigate provides the ability to save text to a file on the local PC machine. This function is accessed via the toolbar SAVE button or via the menu item "EDIT - SAVE". Once the button/menu is selected, a save as dialog box will appear. The default directory, SWB\VERIGATE will be the default directory to save files to. If the user wishes to save to a different directory, a full path must be typed into the filename input box. For example, if a file is to be saved into a folder called temp on the local C drive, the user would type "C:\TEMP\FILENAME". A variety of file types can be used, select the appropriate radio button to choose a type other than the one displayed. Common types would be .xls for spread sheet, or .txt for plain text file. The save option applies to the following windows: CFA, NC/NCI, Service Availability, Pick List, Due Date, and CSR reports.

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Connecting Facility Assignment (CFA)

Southwestern Bell & Pacific Bell/Nevada Bell

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CONNECTING FACILITY ASSIGNMENT

Southwestern Bell & Pacific Bell/Nevada Bell

Accessing the Connecting Facility Assignment (CFA) window:

- Select the “CFA” icon on the Verigate Toolbar
or
- Select FILE from the menu bar and choose “CFA”.

The following illustrates the CFA window :

The screenshot shows the 'Channel Inquiry' window. It has a title bar with standard window controls. Below the title bar is a 'Channel Facility Input' section with several text boxes: 'Designation' (108), 'Type' (T3Z), 'A' (CRCHTXTU), and 'Z' (CRCHTX96). To the right of these are fields for 'NC Code' (HF-M), 'Primary NCI' (04DS64), 'Secondary NCI' (empty), 'Most Recent PON' (CC172814COR000), and buttons for 'Get Channels', 'Clear', and 'Close'. Below the input section is a table with the following data:

#	Circuit Identification	Current Activity	Pending Activity	Pending Due Date	CKR
20	36/DHDA/430176 /SW	Spare			
03	237 /T1ZF /CRCHTXTUK01/CRCHTX96	Working			
16	253 /T1ZF /CRCHTXTUDC0/CRCHTX96	Working			
05	251 /T1ZFN /CRCHTXTUDC0/CRCHTX96	Working			
06	268 /T1 /CRCHTXTU03T/CRCHTX96	Working			
07	269 /T1 /CRCHTXTU03T/CRCHTX96	Working			
08	34/HCGS/604171	Working			
09	34/HCGS/600719	Working			
10	34/HCGS/604154	Working			
11	287 /T1 /CRCHTXTU03T/CRCHT	Working			
12	288 /T1 /CRCHTXTU03T/CRCHT	Working			

The four fields that require data input are the “DESIGNATION”, “TYPE”, “A”, and “Z”. After entering the appropriate data, move the mouse arrow to ‘GET CHANNELS’ and click.

The information displayed represents channel information for DS1 and DS3 facilities as inventoried by Southwestern/Pacific Bell/Nevada Bell. Spare activity is shown at the top of the display and

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CONNECTING FACILITY ASSIGNMENT

Southwestern Bell & Pacific Bell/Nevada Bell

followed by all working facilities as listed by the current activity column. In addition, the NC Code and Primary NCI are also provided.

Each of the columns can be expanded. This is accomplished by moving the mouse arrow to the lines defining the column, holding down the left mouse button and dragging the line to the desired width.

The columns may also be rearranged to better meet the needs of the user. The columns can be moved by placing the mouse arrow in the column heading and holding down the left mouse button. Then drag the column to the desired place and release the mouse button. The window display may also be resized as desired.

The data in the columns may be displayed in alpha/numeric order by moving the mouse arrow into the column heading and double-click the left mouse button. This of course will rearrange all of the corresponding column data.

To return the data to the numeric channel order just move the mouse arrow into the '#' (channel number) heading and double-click the left mouse button.

The facility information may be printed by clicking the PRINT button on the Toolbar or under the file menu.

To view detailed information associated with a spare or working channel, hold down the right mouse button with the mouse arrow on the appropriate channel number. This will display a pop-up window, 'Get Channel Information'. Clicking on this button, Verigate will return the last known Circuit Identification Number (CKR), Purchase Order Number (PON) and Two Six Number as established by the CLEC.

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Network Channel / Network Channel Interface (NC/NCI)

**Southwestern Bell & Pacific
Bell/Nevada Bell**

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NETWORK CHANNEL / NETWORK CHANNEL INTERFACE

Southwestern Bell & Pacific Bell/Nevada Bell

Accessing the NC/NCI window:

- Select the “NC/NCI” icon on the Verigate Toolbar
or
- Select FILE from the menu bar and choose “NC/NCI”.

The following illustrates the NC/NCI Window :

Primary NCI	Secondary NCI
02FCFB	04DS644
02FCFD	04DS644
02FCFF	04DS644
02STFA	04DS644
04DS644	
04DS644	04DS644

To validate an NC code, the Primary and Secondary NCI codes, and receive a brief description of the NC code, enter a four character NC code and click on 'Validate NC/NCI'.

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NETWORK CHANNEL/NETWORK CHANNEL INTERFACE

Southwestern Bell & Pacific Bell/Nevada Bell

To query for NC codes using only the first one, two, or three characters of the four character code, enter that portion of the code and click 'Retrieve NC Definition'. A larger list of NC codes to choose from will be returned.

To display the entire list of NC/NCI codes that are available from the Carrier Coding Guide, click on 'Retrieve NC Definition' without entering any data in the NC Code field. The list will be displayed in alphabetic order by NC Code. To view this list alphabetically by Definition, double-click in the Definition column and scroll to the appropriate NC Code. To return the list to an alphabetical listing by NC Code, double-click in the ND Code column.

NC/NCI information may be printed by clicking the PRINT button on the Toolbar or under the File menu. It should be noted that these tables contain a significant number of entries and printing them may not be advisable.

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HELP

Verigate also has an on-line HELP feature available. This feature is activated by using the HELP function on the Toolbar. The HELP feature will explain all of the terminology and also explain the functions. The underlined acronyms, words or phrases have additional data available.

This information is accessed by moving the mouse arrow to the desired selection and clicking the left mouse button once. Help is also available by pressing the F1 function key on the keyboard.

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Reference I

Community Name Information

Pacific Bell/Nevada Bell

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Community Names SAGA

The following tables identify the community names and their associated SAGAs. There may be recent changes not reflected in these tables.

Community Names for BAY (Bay Area)

ATHERTON	BELMONT	BURLINGAME
DALY CITY	EL GRANADA	HALF MOON BAY
LA HONDA	LOS ALTOS HILLS	MILLBRAE
MISSION SAN JOSE	MOSS BEACH	PALO ALTO
PORTOLA VALLEY	REDWOOD CITY	SAN BRUNO
SAN FRANCISCO	SAN MATEO	SOUTH SAN FRANCISCO
TREASURE ISLAND	YERBA BUENA ISLAND	

Community Names for CHI (Chico)

ALLEGHANY	ALTA	ANDERSON
ARTOIS	BANGOR	BAYLISS
BELDEN	BERRY CREEK	BIG SPRINGS
BLAIRSDEN	BONVILLE SPRINGS	BROCKWAY
BUCKEYE	BUTTE CITY	CALPINE
CAMINO	CAMPTONVILLE	CAPAY
CARNELIAN BAY	CASTELLA	CEDAR RIDGE
CHALLENGE	CHICAGO PARK	CHILCOOT
CHROME	CLIPPER GAP	CODORA
COLOMA	COPCO	CORNING
CROMBERG	DAYTON	DELLEKER
DIAMOND SPRINGS	DONNER SUMMIT	DUNSMUIR
DUTCH FLAT	EDGEWOOD	ELK CREEK
EMIGRANT GAP	FALLEN LEAF LAKE	FLORISTON
FOLSOM	FOREST CITY	FRENCH GULCH
FRUTO	GARDEN VALLEY	GEORGETOWN
GIBSON	GOLD LAKE	GOODYEARS BAR
GRANITEVILLE	GREENWOOD	GRIZZLY FLAT
HAWKINSVILLE	HIRSCHDALE	HOOKER
HOWELLS	JONES VALLEY	KESWICK
KYBURZ	LAKE FOREST	LAKE OF THE PINES
LAKE WILDWOOD	LAKESHORE	LATROBE
LINCOLN	LODOGA	LOS MOLINOS
LOTUS	LOYALTON	MEADOW VALLEY
MEEKS BAY	MOHAWK	MOUNT SHASTA
NELSON	NEWCASTLE	NORD
NORTH SAN JUAN	NORTH YUBA	O'BRIEN
OPHIR	OREGON CITY	OROVILLE
PACIFIC HOUSE	PALO CEDRO	PASKENTA
PENN VALLEY	PENTZ	PLACERVILLE
POLLARD FLAT	POLLOCK PINES	PROBERTA
PULGA	QUINTETTE	RED BANK
REDDING	RICH BAR	RICHVALE
RIVERVIEW	ROCKLIN	SALT CREEK

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SHASTA
SILVER FORK
SMITH FLAT
STATELINE
SUGAR LOAF
TAHOE PINES
TOBIN
VINA
WEED
YANKEE HILL

SHERIDAN
SIMS
SOMERSET
STONYFORD
SWEETBRIAR
TAHOE VISTA
TRUCKEE
VIRGILIA
WHITE HALL

SIERRA CITY
SLY PARK
SOUTH TAHOE
STRAWBERRY
TAHOE DONNER
TEHAMA
TWIN BRIDGES
WARRENS ADDITION
WOODLEAF

Community Names for EBY (East Bay)

ALAMEDA
BETHEL ISLAND
CASTRO VALLEY
DIABLO
HAYWARD
LIVERMORE
NILES
PINOLE
RICHMOND
SAN RAMON

ALBANY
BLACKHAWK
CLYDE
EL CERRITO
IRVINGTON
MORAGA
OAKLEY
PLEASANT HILL
SAINT MARY'S COLLEGE
UNION CITY

AVON
BYRON
CROCKETT
EMERYVILLE
KNIGHTSEN
NEWARK
PACHECO
PORT COSTA
SAN LORENZO
WARM SPRINGS

Community Names for FRE (Fresno)

ALPINE VILLAGE
CALIENTE
CEDAR SLOPE
DINUBA
FAMOSO
GOSHEN
HELM
KERN CITY
LANCASTER

ARVIN
CAMP NELSON
COALINGA
EARLIMART
FIVE POINTS
GREENFIELD
HIGHWAY CITY
KINGSBURG
LEBEC

BAKERSFIELD
CARUTHERS
DEL REY
EDISON
FRESNO
HANFORD
IVANHOE
LAKE OF THE WOODS
LEMOORE NAVAL AIR
STATION
MOJAVE
PIERPOINT SPRINGS
POPLAR
REEDLEY
SEQUOIA CREST
TEHACHAPI
TULARE
WOODLAKE

MADERA
OILDALE
PINE MOUNTAIN CLUB
PRATHER
RIVERDALE
SPRINGVILLE
THREE RIVERS
WALKER BASIN
YETTEM

MC FARLAND
OROSI
PIXLEY
QUAKING ASPEN
SELMA
STRATHMORE
TOLLHOUSE
WAUKENA

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Community Names for LAN (Los Angeles North)

AGOURA	AGUA DULCE	ALTADENA
ARCADIA	BALDWIN HILLS	BELL CANYON
BIG BUTTE	CALABASAS	CANOGA PARK
CASITAS SPRINGS	CENTURY CITY	CORNELL
EAST LOS ANGELES	ENCINO	FOSTER PARK
GREEN VALLEY	HIGHLAND PARK	HOLLYWOOD
JUNIPER HILLS	LA CANADA-FLINTRIDGE	LAKE HUGHES
LEONA VALLEY	LLANO	MALIBU
MIRALESTE	MONROVIA	MONTEREY PARK
MOORPARK	MOUNT WATERMAN	NEWHALL
NORTH HOLLYWOOD	OAK VIEW	OXNARD
PALMDALE	PASADENA	PIRU
ROSEMEAD	SAN MARINO	SANTA MARIA
SATICOY	SEPULVEDA	SIMI
SOUTH PASADENA	STUDIO CITY	SUSANA KNOLLS
TEMPLE CITY	TOPANGA	VAL VERDE
VALLEY VILLAGE	VAN NUYS	VERDUGO CITY
WEST HILLS	WESTLAKE VILLAGE	WINNETKA

Community Names for LAS (Los Angeles South)

ALHAMBRA	BALDWIN HILLS	BELL GARDENS
BEVERLY HILLS	COMMERCE	CUDAHY
DOMINGUEZ	EL SEGUNDO	GARDENA
HARBOR CITY	HOLLYDALE	HUNTINGTON PARK
IRWINDALE	LAKEWOOD	LENNOX
LONG BEACH	LYNWOOD	MONTEBELLO
MOUNT WILSON	PALMS	PARAMOUNT
PLAYA DEL REY	RANCHO PALOS VERDES	ROLLING HILLS ESTATES
SAN PEDRO	SIGNAL HILL	SOUTH GATE
STUDIO CITY	TERMINAL ISLAND	VENICE
VERNON	WEST HOLLYWOOD	WILMINGTON

Community Names for MTY (Monterey)

AROMAS	ARROYO SECO	AVILA BEACH
BEN LOMOND	BOULDER CREEK	BROOKDALE
CALIFORNIA VALLEY	CAMP ROBERTS	CAPITOLA
CARMEL HIGHLANDS	CARRISA PLAINS	CAYUCOS
CHUALAR	CRESTON	DAVENPORT
FELTON	FREEDOM	GREENFIELD
GROVER CITY	HARMONY	JAMESBURG
LA SELVA BEACH	LOS GATOS	LOS OSOS HIGHLANDS
MONTEREY	MORRO BAY	MOSS LANDING
NIPOMO	PACIFIC GROVE	PASO ROBLES
PISMO BEACH	RIO DEL MAR	SALINAS
SAN JUAN BAUTISTA	SAN LUIS OBISPO	SAND CITY
SANTA MARGARITA	SCOTTS VALLEY	SEASIDE
SHELL BEACH	SOQUEL	SUNSET PALISADES
TRES PINOS		

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Community Names for ORG (Orange County)

ALISO	ANAHEIM	ARLINGTON
BAKER	BALBOA ISLAND	BREA
CADIZ	CAPISTRANO VALLEY	CERRITOS
COLTON	CORONA DEL MAR	CRESTMORE
DANA POINT	DEATH VALLEY	DEL ROSA
EAST HIGHLANDS	EL MODENA	EMIGRANT PASS
FONTANA	FULLERTON	GLEN AVON
GRAND TERRACE	GRAPEVINE	HIGHLAND
KELSO	LA HABRA HEIGHTS	LA PALMA
LAGUNA HILLS	LANFAIR	LIDO ISLE
LUDLOW	MIDWAY CITY	MISSION VIEJO
MODJESKA CANYON	MOUNTAIN PASS	NEWPORT HEIGHTS
NORCO	OLIVE	ORANGE PARK ACRES
PEDLEY	PLACENTIA	RANCHO VIEJO
RIVERSIDE	SADDLEBACK VALLEY	SAN CLEMENTE
SAN ONOFRE	SANTA ANA HEIGHTS	SHOSHONE
SILVERADO CANYON	STANTON	TECOPA
TRABUCO CANYON	VALLEY CREST	WALNUT ACRES
WILLOWBROOK	YORBA LINDA	

Community Names for SAC (Sacramento)

BEALE AIR FORCE BASE	BROWNS VALLEY	CARMICHAEL
DAVIS	DOBBINS	EAST NICOLAUS
EL MACERO	ESPARTO	FLORIN
GOLD RIVER	HALLWOOD	HONCUT
LINCOLN	LIVE OAK	MADISON
MATHER AIR FORCE BASE	MERIDIAN	NICOLAUS
NORTH SACRAMENTO	OLIVEHURST	OREGON HOUSE
PILOT HILL	RANCHO CORDOVA	REPRESA
RIO LINDA	ROSEVILLE	SHERIDAN
SMARTSVILLE	TIERRA BUENA	TUDOR
WHEATLAND	WOODLAND	YUBA CITY

Community Names for SDG (San Diego)

ALPINE	BANKHEAD SPRINGS	BONITA
BONSALL	BORREGO SPRINGS	BOULEVARD
BURRO BEND	CALEXICO	CAMERON CORNERS
CAMPO	CARLSBAD	CASTLE PARK
CLAIREMONT	CUYAMACA	DEL MAR
DESCANSO JUNCTION	DULZURA	EL CAJON
ENCANTO	ESCONDIDO	FALLBROOK
FLETCHER HILLS	GLAMIS	GROSSMONT
HARBISON CANYON	HEBER	IMPERIAL
JACUMBA	JAMUL	JOHNSTOWN
LA COSTA	LA JOLLA	LAKE MORENA
LAKE SIDE FARMS	LEMON GROVE	LINCOLN ACRES

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LIVE OAK SPRINGS
 MONTEREY HEIGHTS
 MOUNT LAGUNA
 OCOTILLO
 PALM CITY
 PLASTER CITY
 RAMONA
 SAN DIEGO
 SANTA YSABEL
 SPRING VALLEY
 VISTA

MESA GRANDE
 MORENA VILLAGE
 NESTOR
 OLIVENHAIN
 PARADISE HILLS
 PONTO
 RANCHO BERNARDO
 SAN LUIS REY DOWNS
 SEELEY
 SUNNYSIDE
 WARNER SPRINGS

MISSION BEACH
 MOUNT HELIX
 OCEAN BEACH
 PACIFIC BEACH
 PINE HILLS
 POWAY
 RANCHO SANTA FE
 SAN PASQUAL
 SOLANA BEACH
 TIERRA DEL SOL
 WINTER GARDENS

Community Names for SNJ (San Jose)

AGNEW
 CUPERTINO
 MILPITAS
 PERMANENTE
 SARATOGA

ALVISO
 LA HONDA
 MORGAN HILL
 SAN ANTONIO VALLEY
 WOODSIDE

CAMPBELL
 LOS ALTOS HILLS
 NEW ALMADEN
 SAN MARTIN

Community Names for SNR (Santa Rosa)

AGUA CALIENTE
 ANGWIN
 BELVEDERE
 BOLINAS
 CAMP MEEKER
 CLOVERDALE
 CUTTEN
 ELK
 FALLON
 FOREST KNOLLS
 FULTON
 GREENBRAE

ALLENDALE
 ARCATA
 BENICIA
 BOYES HOT SPRINGS
 CASPAR
 COMPTCHE
 DILLON BEACH
 EUREKA
 FETTERS HOT SPRINGS
 FORT BRAGG
 GLEN ELLEN
 GUERNEVILLE

ALTON
 BAYSIDE
 BODEGA
 CALISTOGA
 CLEARLAKE OAKS
 CORTE MADERA
 EL VERANO
 FAIRFIELD
 FIELDS LANDING
 FREESTONE
 GRATON
 HAMILTON AIR FORCE
 BASE
 IMOLA
 KNEELAND
 LARKSPUR
 MANCHESTER
 MENDOCINO
 MOONSTONE BEACH
 NICE
 PENNGROVE
 POINT REYES
 RIO DELL
 RUTHERFORD
 SAN RAFAEL
 SEBASTOPOL
 SUISUN
 TRAVIS

HOLMES
 JENNER
 KORBEL
 LOCH LOMOND
 MARIN CITY
 MILL VALLEY
 MYERS FLAT
 NUT TREE
 PETALUMA
 POPE VALLEY
 ROCKVILLE
 SAMOA
 SANTA VENETIA
 SONOMA
 TAMALPAIS VALLEY

HYDESVILLE
 KENTFIELD
 LAKE BERRYESSA
 LOWER LAKE
 MARSHALL
 MIRANDA
 NAVARRO
 OCCIDENTAL
 PHILO
 REDCREST
 ROHNERVILLE
 SAN GERONIMO
 SCHELLVILLE
 STINSON BEACH
 TIBURON

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UKIAH
VILLA GRANDE
WILLITS

VACAVILLE
WEOTT
WITTER SPRINGS

VALLEY FORD
WESTPORT
YORKVILLE

Community Names for STK (Stockton)

ACAMPO
AVERY
BYRON
CHINESE CAMP
COULTERVILLE
DOUGLAS FLAT
EMPIRE
FRICOT CTY
HATHAWAY PINES
IONE
KEYSTONE
LIVINGSTON
MARTELL
MILTON
MOUNTAIN RANCH
PINECREST
RIVERBANK
SIERRA VILLAGE
STEVINSON
TERMINOUS
VALLECITO
WALLACE
YOSEMITE

AMADOR CITY
BANTA
CAMP CONNELL
CLAY
DARDANELLE
EL DORADO
FAIRPLAY
GREELEY HILL
HICKMAN
JACKSON
LA GRANGE
LODI
MELONES
MODESTO
NEWMAN
PLYMOUTH
SAN ANDREAS
SOMERSET
STRAWBERRY
TRACY
VALLEY SPRINGS
WAWONA

ARNOLD
BIG OAK FLAT
CEDAR RIDGE
COLUMBIA
DENAIR
EL PORTAL
FIREBAUGH
GUSTINE
HOLT
JAMESTOWN
LATHROP
LOS BANOS
MERCED
MONO VISTA
PALOMA
RED TOP
SHAWS FLAT
SOULSBYVILLE
SUTTER CREEK
TUTTLETOWN
VICTOR
WINTON

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Assigned Community Names

The community names that appear with an asterisk exist in the territory of an independent company (non-Pacific Bell). Therefore, they were assigned a SAGA based on their proximity to expedite the address validation process.

*AGUANGA	SDG	*ALDERPOINT	SNG
*ALISO VIEJO	ORG	*ALPAUGH	FRS
*ALTURAS	CHI	*ANZA	ORG
*ARBUCKLE	SAG	*ARROWBEAR	LAN
*ARTESIA	ORG	*AZUSA	LAN
*BALDWIN PARK	LAN	*BARD	SAN
*BARRETT JUNCTION	SAN	*BASSETT	CHI
*BEL AIR	LAN	*BELLFLOWER	ORG
*BERRENDA MESA	FRS	*BIG BEAR CITY	LAN
*BIG CREEK	FRS	*BISHOP	FRS
*BLYTHE	SAN	*BRADLEY	MTY
*BRENTWOOD HEIGHTS	LAN	*BROOKS	SNR
*BURNEY	CHI	*BUTTONWILLOW	LAN
*CALIFORNIA CITY	LAN	*CALIMESA	ORG
*CARSON CITY	NEV	*CATHEDRAL CITY	SAN
*CAZADERO	SNR	*CHESTER	CHI
*CHINO HILLS	ORG	*CLAREMONT	LAN
*CLARKSBURG	SAC	*COACHELLA	SDG
*COARSEGOLD	FRS	*COLFAX	SAC
*COLUSA	SAC	*CORCORAN	FRS
*COURTLAND	SAC	*COVINA	LAN
*CRESTLINE	LAN	*DEL AMO	LAS
*DEL REY	FRS	*DESERT SHORES	SDG
*DOMINGUEZ	ORG	*DOS PALOS	FRS
*DUARTE	LAN	*DUNLAP	FRS
*EL MIRAGE	LAN	*ELK GROVE	SAC
*EXETER	FRS	*FALL RIVER MILLS	CHI
*FERNDALE	SNR	*FONTANA	LAN
*FORKS OF SALMON	SNR	*FORT JONES	SNR
*FRIANT	FRS	*GLENNVILLE	FRS
*GOLETA	LAN	*GRIMES	SAC
*GUASTI	LAN	*HACIENDA HEIGHTS	LAS
*HAPPY CAMP	SNR	*HAWAIIAN GARDENS	SAN
*HEMET	ORG	*HERMOSA BEACH	SAN
*HOMESTEAD VALLEY	SNR	*HOOPA	ORG
*HUNTINGTON BEACH	SDG	*IMPERIAL	SDG
*INDIO	SDG	*INYOKERN	FRS
*ISLETON	STK	*JANESVILLE	CHI
*JOHNSVILLE	CHI	*JUNE LAKE	FRS
*KENWOOD	SNR	*KERNVILLE	FRS
*KLAMATH	SNR	*KNIGHTS LANDING	SCA
*LA MIRADA	ORG	*LA PUENTE	LAS
*LA VERNE	LAS	*LAKE ALMANOR	CHI
*LAKE ELSINORE	ORG	*LAKE ISABELLA	FRS
*LANCASTER	LAN	*LAWNDALE	ORG
*LEE VINING	FRS	*LEMON COVE	FRS

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*LINDEN	STK	*LIVINGSTON	STK
*LOMPOC	LAN	*LONG BEACH	LAS
*LONG BEACH UPTOWN	LAS	*LOS GATOS	SNJ
*LUDLOW	SDG	*MAD RIVER	SNR
*MAMMOTH LAKES	FRS	*MANTECA	STK
*MARINA DEL REY	LAS	*MARIPOSA	FRS
*MCKITTRICK	FRS	*MCFARLAND	FRS
*MECCA	SDG	*MENTONE	LAN
*MONTE SERENO	SNJ	*MONTECITO	LAN
*MORONGO VALLEY	SDG	*MUSCOY	LAN
*NEWBURY PARK	LAN	*NORTH SHORE	SAC
*NOVATO	SNR	*OAKHURST	FRS
*OLANCHA	FRS	*ONTARIO	LAN
*ORICK	SNR	*OXNARD	LAN
*PACOIMA	LAS	*PALM SPRINGS	SDG
*PALOS VERDES	LAS	*PALOS VERDES PENINSULA	LAS
*PARKER DAM	SDG	*PATTERSON	STK
*PERRIS	SDG	*PHELAN	FRS
*PIERCY	SNR	*PINNACLES	FRS
*PIONEER	SAC	*PORT HUENEME	LAN
*PRINCETON	CHI	*QUARTZ HILL	FRS
*RANCHO MIRAGE	SDG	*RANDSBURG	FRS
*REDLANDS	LAN	*REDONDO BEACH	LAS
*RENO	NEV	*RIPON	STK
*ROBBINS	SAC	*ROMOLAND	SDG
*RUNNING SPRINGS	LAN	*SAN BERNADINO	ORG
*SAN CLEMENTE ISLAND	ORG	*SAN FERNANDO	LAN
*SAN JACINTO	SDG	*SAN MIGUEL	MTY
*SANTA BARBARA	LAN	*SANTA MARIA	MTY
*SANTA PAULA	LAN	*SAWYERS BAR	SNR
*SELMA	FRS	*SHINGLETOWN	CHI
*SNELLING	FRS	*SOMES BAR	SNR
*SQUAW VALLEY	SAC	*STRATHMORE	FRS
*SUNLAND	FRS	*SUNSET BEACH	LAS
*SUSANVILLE	CHI	*TAFT	FRS
*THOUSAND OAKS	LAN	*TOPANGA	LAN
*TRONA	FRS	*TULELAKE	CHI
*TWENTYNINE PALMS	SDG	*UPLAND	LAN
*VOLCANO	SAC	*WALNUT GROVE	STK
*WEAVERVILLE	SNR	*WELDON	FRS
*WEST LOS ANGELES	LAN	*WESTLEY	STK
*WESTWOOD	LAN	*WHITMORE	CHI
*WILLOW CREEK	SNR	*WINTERHAVEN	SDG
*WRIGHTWOOD	LAN	*YUCCA VALLEY	SDG
*ZUMA	LAN	*LOS ANGELES	LAN

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Abbreviated Community Names---SAGA Table

The following tables identify the abbreviated community names and their associated SAGAs. There may be recent changes not reflected in these tables.

Abbreviated Community Names for BAT (Bay Area)

ATH	BLMNT	BRSDN	BURL
BYSHRS	COLMA	DC	EL GRDA
EPA	FOSTER CTY	HLSBRO	HMB
LA HONDA	LAH	LOMA MAR	MIRMR
MLBR	MNLO PK	MNTRA	MOSS BCH
MSJ	PA	PACIFICA	PRNCTN BY SEA
PRTL A VLY	PSCDRO	RC	S MTO
SB	SC	SF	SF INT AIRPRT
SKY LONDA	SN GREGRIO	SSF	SU
TREAS IS	WDSO	YRBA BNA IS	

Abbreviated Community Names for CHI (Chico)

AFTON	ALGHNY	ALPN MDWS	ALTA
AMER VLY	AND	APLGT	ARTOIS
AUB	B CTY	BAYLS	BCKWRTH
BEND	BERY CRK	BG BND	BGS
BIG SPGS	BKS LK	BLDN	BLRSDN
BLU CNYN	BNGR	BNVL SPGS	BRKWY
BRWNSVL	BUKYE	BUTTE MDWS	BWMN
BXTR	CALPN	CAMRN PK	CANA
CAPAY	CARIBOU	CARRCK ADDN	CDR GRV
CDR RDG	CHEROKEE	CHICGO PK	CHICO
CHLCT	CHLNG	CHROME	CHRSTN VLY
CLIO	CLMA	CLPR GAP	CLPR MLS
CMNO	CMP RCHRDNS	CMPTNVL	CNTRL V
CODORA	COHSET	COOL	COPCO
COPCO LK	CRMBG	CRNG	CRNLN BAY
CSTELA	CTNWD	D FLAT	DAIRYVL
DE SABLA	DELTA	DLEKR	DMND SPGS
DNSMR	DONR LK	DONR SUMT	DRHM
DWNVL	DYTN	E QCY	EDGWD
EL DRDO	ELK CRK	EMGT GAP	EMRLD BAY
ENT	FALN LF LK	FLRNOY	FLRSTN
FLSM	FR GULCH	FRBSTWN	FRSH PD
FRST CTY	FRST RNCH	FRUTO	FTHR FLS
G RUN	GABLES	GBSN	GDYRS BR
GEOTN	GLENN	GOLD LK	GRANITEVILLE
GRBR	GRDN VLY	GREGL	GRENADA
GRNWD	GRZLY FLT	GV	GZEL
HAWKNSVL	HILT	HMLTN CTY	HMWD
HOKR	HRNBRK	HRSHDL	HWLS
ICE HSE	JONES VLY	KGS BCH	KLSY
KSWCK	KYBURZ	LA PORTE	LAKE FOREST
LAMOINE	LDGA	LINC	LK FRST(NTBK)

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LK MADRN	LK OF THE PNS	LK SHASTINA	LK WILDWD
LKHEAD	LKSHR	LMS	LOTUS
LS MOLNS	LS RBLs	LTL SHSTA	LTRB
LVLK	LWSTN	LYLTN	MDW VLY
MDW VSTA	MGLA	MKS BAY	MOHAWK
MS	MTGUE	MTN GATE	MYRS
N SN JN	N TAHOE	N YUBA	NC
NIMSW	NLSN	NORD	NORTHSTR
NRDN	NWCTL	O'BRIEN	OB
OLYMPC VLY	OPHIR	ORE CTY	ORLD
ORVL	OSWALD	P CITY	PAC HSE
PALO CEDRO	PDSE	PEAVNE	PEN
PENN VLY	PENTZ	PINE GR	PLCVL
PLRMO	PLSNT VLY	POLCK	POLCK PINES
POLRD FLT	PRBRTA	PRTL A	PSKNTA
PULGA	QCY	QNTET	R&R
RB	RCH BR	RCHRDSN SPGS	RCHVL
RCK CRST CMP	RCKRBY	RD BNK	RDG
RESCUE	RIVRTN	RKLN	RVRVW
S LK TAHOE	SALT CRK	SATLY	SDA SPGS
SERA CTY	SERAVL	SHASTA	SHNGL SPGS
SHRDN	SILVR FRK	SIMS	SLOAT
SLVRTHR N	SLY PK	SMTH FLT	SMTSVL
SOMRST	SQ VLY	ST	STATLN
STNYFD	STORI	STRLNG CTY	STRWBRY
STRWBRY VLY	SUGAR LOAF	SUMIT CTY	SWEETBR
T DONR	T PDSE	T PNES	T VLY
T VSTA	TAHOMA	TC	TEHAMA
THRMLTO	TOBIN	TOYON	TRKE
TWIN BRIDGES	TWN	VERDI	VINA
VNTN	VOLMRS	VRGLA	WARRNS ADDN
WDLF	WEED	WSKYTN	WHT HL
WLOS	WSHNGTN	WYNDOT	YNKE HL
YREKA			

Abbreviated Community Names for EBY (EastArea)

ALAMO	ALBY	ALMDA	ANT
AVON	BETH IS	BISHOP RANCH	BLKHWK
BRK	BRNTWD	BYRON	CANYON
CKT	CLYDE	CLYTN	CNCD
CSTRO VLY	DAN	DBLN	DIABLO
EC	EL S	EMVL	FMT
HAY	HERCULES	IVTN	KNGTSN
KNSNGTN	LAF	LVRMR	MGA
MRTNZ	MT EDEN	NICHOLS	NILES
NWRK	OAK	OKLY	ORINDA
P COSTA	PACHECO	PDMNT	PH
PIN	PIT	PLS	RHEEM
RICH	RODEO	SLZ	SN LDRO
SN RMN	SP	ST MRYS COL	SUNL

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UC

WARM SPGS

WC

Abbreviated Community Names for FRS (Fresno)

ALLENS	ALPN VLG	ARM	ARV
AVNL	BKFD	BUR	CALIENTE
CALWA	CAWELO	CDR SLPE	CLNGA
CLOVIS	CMP NELSN	CMP WISHN	CRTHRS
CUT	DBA	DL RY	DLNO
DOYL SPGS	EASTON	EDSN	EDW
ERLMT	FAMOSO	FIVE PTS	FRAZ PK
FRMSVL	FRS	GORMAN	GOSHEN
GRNFLD	GRNGVL	HALLS COR	HELM
HNFRD	HRDN	HRDWK	HURON
HWY CTY	IVNHO	KEENE	KGSBG
KRN CTY	KTLMN CTY	LANCSTR	LATON
LEBEC	LK HUGHES	LK OF THE WDS	LMNT
LMR	LMR NAS	LNDN COL	MALAGA
MC FRLND	MDRA	METLR	MOJ
MONOLITH	OILDL	ORG CV	OROSI
PIERPT SPGS	PINE MTN	PINE MTN CLUB	PNDL
PONDRSA	POPLAR	PRLER	PRTHR
PTRVL	PUMPKIN CNTR	PXLY	QUKNG ASPN
RASN CTY	RCHGR	RDLY	ROSAMOND
RVRDL	SELMA	SEQ	SEQ CRST
SHFTR	SPGVL	STRATH	STRTFD
SULT	TEHACH	TER BELA	THREE RIV
TIPT	TLR	TOLHSE	TRAVER
VIS	WASCO	WDLK	WDVL
WHLR RDG	WKNA	WLKR BSN	YETM

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Abbreviated Community Names for LAN (Los Angeles North)

ACT	AG DUL	AGRA	AGRA HLS
ALH	ALT	ANGLS FRST	ARC
ARLETA	BARSDLE	BELL CANYON	BH
BIG BUTTE	BLD HLS	BRB	C PK
CALB	CALB HLS	CASITAS SPGS	CASTAIC
CENTRY CTY	CHATS	CNYN CTRY	CORNL
EAG RK	EAST LA	EL M	ENC
FLMR	FOSTR PK	GLN	GRN VLY
HID HLS	HIGHLND PK	HOL	HOLYDLE
HONBY	JNP HLS	L CAN	L CAN-FLNTR
L CRS	LA	LANCSTR	LITRK
LK HUGHES	LNA VLY	LNO	M PK
MEINERS OKS	MIR	MLBU	MON
MONT	MONTALVO	MOUNT GLEASON	MRPK
MSN HLS	MT WATERMN	MT WIL	NH
NOR	NORTH HILLS	NWHL	OAK VW
OJAI	OXNRD	P CTY	PAC
PAS	PIRU	PLM	PRBSM
RSDA	RSMD	S GAB	S MAR
S PAS	S SUSANA	SANTA CLARITA	SANTA MARIA
SAUGUS	SCY	SEP	SH OKS
SIMI VLY	SS GAB	STUDO CTY	SUN VLY
SUSANA KNLS	TARZ	TMPL CTY	TOLUCA LKE
TOP	UNVSL CTY	VAL	VAL VERDE
VDO CTY	VENTURA	VER	VLNCA
VLY VILLAGE	VN	W HLS	WEST HLS
WH	WHELR HT SPGS	WIN	WSTLK VLG

Abbreviated Community Names for LAS (Los Angeles South)

ALH	AVLN	BELL	BELL GRDNS
BELLF	BH	BLD HLS	C HLS
CARSON	CC	CDHY	CENTRY CTY
CMRC	CPT	DNY	DOMNGUEZ
EAST LA	EL CAMINO	EL SEG	FLNTR
GLN	GRD	HAR CTY	HAW
HOL	HOLYDLE	HTG PK	ING
IRW	L CAN-FLNTR	LA	LAWNDL
LB	LKWD	LMTA	LNNOX
LYN	M PK	MT WIL	MTB
MYWD	NLB	PAL VDS PNSLA	PARAMNT
PAS	PD REY	PLMS	RLNG HLS
RLNG HLS ESTS	RNCHO DOMNGEZ	RNCHO PAL VDS	RSMD
S EL M	S GT	S PAS	SANTA MARIA
SIG HL	SN PED	SRFSDE	STUDO CTY
SURFSIDE	TERM IS	TOR	VDO CTY
VEN	VER	WAL PK	WH
WILM	WSTCHSTR		

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Abbreviated Community Names for MTY (Monterey)

AG	APT	ARO	ARROYO SECO
ATSCDRO	AVILA BCH	BAYWD PK	BC
BIG SUR	BL	BRDLY	BRKDL
CACHAGUA	CALIF VLY	CAP	CAY
CH	CHOLAME	CHULR	CMBRA
CMP RBTS	CMP SLO	CORLITS	CRISA PLNS
CRML	CRSTN	CSTRVL	CUESTA BY SEA
CV	DL RY OKS	DVNPRT	FEL
FRDM	FT ORD	GNZLS	GRNFLD
GROVER BEACH	GRVR CTY	HLCYN	HRMNY
HST	JMSBRG	KC	LCKWD
LG	LO	LOH	LSB
M DL MR	MARINA	MB	MOSS LNDG
MT HERMN	MTRY	MTRY PEN CC	NIPOMO
OCEANO	PAICINES	PB	PEBL BCH
PG	PR	PRUNEDALE	RDM
ROBLS DL RIO	S CRZ	S VLY	SAN JN BSTA
SANTA MARIA	SE	SECLF	SHEL BCH
SHNDN	SLNS	SLO	SN ARDO
SN LUCS	SN SIMN	SND CTY	SNTA MRGRTA
SOLEDAD	SOQ	SPRCLS	SUNST PALISDS
T PINOS	TMPLTN	WAT	

Abbreviated Community Names for ORG (Orange County)

ALISO	ALISO VIEJO	ANH	ANH HLS
ARL	ATW	BAL	BAL IS
BKR	BLM	BREA	BU PK
CADIZ	CAP B	CAP V	CARB CNYN
CDM	CERRITOS	CHINO HLLS	CLTN
CM	COR	CRSTMR	CYP
D PT	D VLY	D VLY JNCTN	DANBY
DEVORE	DL RSA	E HIGHLND	EAST IRV
EL MO	EL T	EMGRNT PASS	ESSEX
F VLY	FON	FUL	GG
GLN AVON	GLN VLY	GRAND TER	GRANITE
GRPVNE	HIGHGRVE	HIGHLND	IRV
KELSO	LA PLMA	LA SIERRA	LAG HLS
LAG NIGL	LANFAIR	LEMN HTS	LH
LH HTS	LIDO ISLE	LM	LS ALMTS
LUDLOW	LYTLE CREEK	M CTY	MIRA LMA
MISN VIEJO	MJSKA	MODJESKA CNYN	MORENO VLY
MTN PASS	NB	NIPTON	NORCO
NPT HTS	OLINDA	OLV	ORG
ORG PK ACR	PATTN	PED	PERRIS
PLAC	RIV	RLTO	RNCHO ST MAR
RNCHO VIEJO	RUBDX	S BDO	S CL
S LAG	SA	SA HTS	SADDLEBACK VL
SCTTYS CSTL	SHO	SIL	SIL CNYN
SJC	SN ONF	STN	STVPIPE WLS

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TCPA	TR CNYN	TRABUCO	TUS
V PK	VLY CREST	WAL ACR	WDCRST
WILBRK	WMSTR	YL	

Abbreviated Community Names for SAC (Sacramento)

ARBOGA	BEALE AFB	BRDRK	BRWNS VLY
BRYTE	C HTS	CRMCL	DAVIS
DBNS	DIX	DUNIGN	E NCOLUS
EL DRDO HLS	EL MCRO	ELVTA	ESPARTO
FLORIN	FLSM	FO	GOLD RIVER
GRDLY	HALWD	HMNTN	HNCT
JHNSN PK	L OAK	LINC	LINDA
LOMA RICA	MATHER AFB	MC CLELN AFB	MDSN
MICH BR	MRDN	MSVL	N HILNDS
NCOLUS	NS	NUESTRO	OLVHRST
ORE HSE	ORGVLE	PENGTN	PILOT HL
PLSNT GR	RCHFLD	RIO OSO	RL
RNCHO C	RNCHO MURIETA	RPRSA	RSVL
SAC	SHRDN	SLOUGHSE	SMTSVL
SUTR	TERA BNA	TRWBRG	TUDOR
WDLND	WHTD	WNTRS	WS
YC	YOLO	ZMRA	

Abbreviated Community Names for SDG (San Diego)

ALPINE	ANDRADE	BANKHD SPGS	BLVD
BOMBAY BCH	BONITA	BONITA HLS	BONSALL
BORREGO	BOSTONIA	BREGO SPGS	BRLY
BURRO BND	BUTRFLD	CALP	CALX
CAMP PENDLTN	CAMPO	CAMRN CRNRS	CASA DE ORO
CASTL PK	CDO	CHLA VSTA	CLRMNT
CRDF BY SEA	CSBD	CUYAMACA	DEHESA
DESCNSO	DESCNSO JCTN	DESCNSO PK	DL MR
DULZRA	E ESC	EL C	EL CAJ
ENCNTO	ENCNTS	ESC	EUCALYPTS HLS
FBRK	FLETCHR HLS	FLINN SPGS	FRNBRK
GLAMIS	GLNVW	GRSSMNT	GUATAY
HARBISN CNYN	HARBRSD	HEBER	HLTV
IMP	IMP BCH	JAC	JAMACHA
JAMUL	JAPATL VLY	JHNSTWN	JUL
LA CRSTA	LA CSTA	LA JOLLA	LA MESA
LAWSN VLY	LEMN GRV	LEUC	LINCLN ACR
LIVE OK SPGS	LK MORNA	LKSDE	LKSDE FRMS
LNDA VSTA	M GRND	MANZANITA	MIRA MESA
MISN BCH	MORENA	MORENO	MORNA VLG
MSN HLS	MT HELX	MT HELX HMLND	MT LAG
MTRY HTS	NATL CTY	NESTOR	NILND
OCN BCH	OCNSD	OCO	OCO WLS
OLVNHN	OTAY	PAC BCH	PALA
PALM CTY	PALOMAR MT	PAUMA VLY	PDSE HLS
PINE HLS	PINE VLY	PLASTER CTY	PONTO

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POTR
RAINBW
RNCN
SEELEY
SN MARCOS
SORNTO
SUNNYSDE
VST
WNTR GRDNS

PT LOMA
RAM
RS FE
SHLTR VLY
SN PASQUAL
SP VLY
TECATE
VSTA LA MSA
WYNOLA

PWY
RANCHITA
SANTEE
SN LS RY
SN YSIDRO
STA YSABEL
TIERRA DL SOL
W SPGS

R BERN
RNCHO PNSQTO
SD
SN LS RY DNS
SOL B
SUNCRST
VALLEY CNTR
WMLND

Abbreviated Community Names for SNJ (San Jose)

AGNEW
CML
LA HONDA
M VW
NEW ALMDN
S CLARA
STG

ALMDN
COYOTE
LAH
MILPTS
PA
SJ
SUNYVL

ALVISO
CPRTNO
LG
MNTA VSTA
PRMTE
SN ANT尼奥 VLY
WDSD

BC
EDNVAL
LS ALTS
MORGN HL
PRTL A VLY
SN MRTN

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Abbreviated Community Names for SNR-(Santa Rosa)

AETNA SPGS	AGUA CAL	ALBN	ALNDLE
ALTO	ALTON	AMER CNYN	ANGWIN
ANNAPOLIS	ARCATA	ASTI	BDGA
BDGA BAY	BEL MARIN KYS	BELV	BEN
BLNS	BLU LK	BLVRN GRDNS	BNVL
BOYS HOT SPGS	BRDGVL	BYSD	CARLOTTA
CASPAR	CLPLA	CLRLK	CLRLK OKS
CLRLK PK	CLSTGA	CLVRDL	CMP MKR
COBB MTN	COMPTCHE	CORTE MADERA	COTATI
CRDLA	CUTTEN	DEER PK	DILN BCH
DUNCNS MLS	EL VER	ELDRG	ELK
ELMR	EUR	FALN	FB
FINLEY	FLDBRK	FLDS LNDG	FLTN
FREESTONE	FRFLD	FRFX	FRHVN
FRNBDG	FRSHWTR	FRST KNLS	FRSTVL
FTNA	FTRS HOT SPGS	GLN ELN	GLNHVN
GNVL	GRATON	GRN VLY	GRNBRE
GUALALA	GURNWD PK	GYSRVL	HBG
HLMS	HMLTN AFB	HPLND	HYDSVL
IGN	IMOLA	INVRNS	JENR
KLSYVL	KNEELND	KNGHTS VLY	KNTFLD
KNWD	KORBEL	LAGNTAS	LK BRYESA
LKPRT	LOCH LOMOND	LOLETA	LRKSPR
LTl RVR	LUCRN	LWR LK	M RIO
M VLY	MARE IS	MC	MC KNLYVL
MDLTN	MDOCNO	MIRBL PK	MNCHSTR
MNSTN BCH	MRNDA	MRNWD	MRSHL
MUIR BCH	MYRS FLT	NAPA	NAVARRO
NICE	NICSIO	NOV	NT
OCC	OKVL	OLEMA	PENGR
PEPRWD	PET	PHILO	PHLIPSVL
POPE VLY	PT ARENA	PT REYS	PT REYS STN
PTR VLY	R NDO	RCKVL	RDCRST
RDWD VLY	RHNRT PK	RIO DEL	ROHNRVL
ROSS	RUTHFRD	S ANSLMO	S RS
SAMOA	SAU	SBSTPL	SCHLVL
SCOTIA	SH	SHVLY	SN GERON
SN QNTN	SNMA	SNTA VEN	SPANSH FLT
SR	STNSN BCH	STRWBRY PT	SUI
TAM VLY	TERA LNDA	TIBRN	TLMGE
TOMLS	TRNDAD	TRVS	UKIAH
UPR LK	VCVL	VETRNS HME	VINBG
VJO	VLA GRDE	VLY FRD	WDACR
WDSR	WEOTT	WHISPRNG PNES	WITR SPGS
WLTS	WSTHVN	WSTPRT	YNTVL
YRKVL			

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Abbreviated Community Names for STK (Stockton)

ACAMPO	ALTVL	AMDR CTY	ANGLS CMP
ARNOLD	ATWR	AVERY	BALCO
BANTA	BEAR VLY	BG OK FLT	BRSN
BYRON	CAMPO SECO	CDR RDG	CERES
CHNSE CMP	CHWCHLA	CLAY	CLD SPGS
CLTRVL	CLVRITS	CMBA	CMP CONNL
CNFDNC	CRWS LNDG	DARDANELLE	DELHI
DENAIR	DOUG FLT	DRNGTN	DRYTN
EL DRDO	EL NIDO	EL PRTL	ELEC
EMPR	ESCLN	FAIRPLAY	FDLTN
FR CMP	FRBGH	FRCT CTY	GALT
GRELY HL	GRVLND	GSTN	HATHWY PNS
HCKMN	HILMAR	HOLT	HRDN FLT
HRLD	HUGH	IONE	IRWIN
JKN	JKN GT	JMSTN	KEYES
KNIGHTS FRY	KYSTN	LA GRNG	LE GRD
LK DN PDRO	LKFD	LNG BRN	LODI
LOS BANOS	LTHRP	LVGSTN	MDOWMNT
MDRA	MDSTO	MI-WK VLG	MKLMNE HL
MLNS	MLTN	MNDTA	MNO VSTA
MOCSN	MRCN	MRTL	MT AKM
MTN RNCH	MURPHYS	NWMN	OKDL
PALOMA	PINE GR	PLNDA	PLYM
PNCRST	RED TOP	RF	RVR PINES
RVRBK	SALIDA	SERA VLG	SHEP RNCH
SHWS FLT	SLID IN	SN ANDRS	SNTA NLA
SOMRST	SRA	STD	STKN
STWBRY	STVNSN	SUGR PN	SULSBYVL
SUTR CRK	THRTN	TLK	TMRCK
TRACY	TRMNUS	TUTLTWN	TWN HRT
VALCTO	VCTR	VLY HOME	VLY SPGS
VOLTA	VRNALS	WALCE	WAWONA
WDBRDG	WHT PNS	WNTN	WTRFD
YSMTE			

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Assigned-Abbreviated-Community Names

The community names that appear with an asterisk exist in the territory of an independent company (non-Pacific Bell). Therefore, they were assigned a SAGA based on their proximity to expedite the address validation process.

*ADIN	CHI	*AGUANGA	SDG
*ALDERPOINT	SNG	*ALISO	ORG
*ALISO VIEJO	ORG	*ALONDRA	LAS
*ALPAUGH	FRS	*ALTURAS	CHI
*ANZA	ORG	*APPLE VALLEY	FRS
*ARBKL	SAC	*ARROWBEAR	LAN
*ART	ORG	*AUBRY	FRS
*AZU	LAN	*B PK	LAN
*BADGR	FRS	*BANING	SDG
*BARD	SDG	*BARET	SDG
*BARET JNCTN	SDG	*BARSTW	FRS
*BASST	CHI	*BEAUMNT	SDG
*BELLF	ORG	*BG BR CTY	LAN
*BG CRK	FRS	*BIEBER	CHI
*BIG BEAR LAKE	SDG	*BIG PINE	FRS
*BIRDS LNDG	SNR	*BISHOP	FRS
*BLA VSTA	CHI	*BLYTHE	SDG
*BNTWD HTS	LAN	*BRADBRY	LAN
*BRDLY	MTY	*BREA	LAS
*BRIDGEPRT	FRS	*BRNDA MESA	FRS
*BROOKS	SNR	*BURNEY	CHI
*BUTNWLO	LAN	*CAL HT SPRNGS	FRS
*CALIF CTY	LAN	*CALIMESA	ORG
*CARPNTRIA	LAN	*CASAMALIA	LAN
*CATHEDRAL CTY	SDG	*CAZ	SNR
*CEDARVILLE	CHI	*CERRITOS	LAS
*CHESTER	CHI	*CHINO	ORG
*CHINO HLLS	ORG	*CLAR	LAN
*CLARK	SAC	*CLFX	SAC
*CLMTS	STK	*CLRKSBG	SAC
*COACHELLA	SDG	*COCHELLA	SDG
*COLUSA	SAC	*COPROPLS	STK
*CORCN	FRS	*COURTLAND	SAC
*COV	LAN	*COVELO	SNR
*CRESTLINE	LAN	*CRSGLD	FRS
*CRSN CTY	NEV	*CRSNT CTY	SNR
*CRWLY LK	FRS	*CTHYS VLY	FRS
*CUYAMA	FRS	*DEL AMO	LAS
*DESERT CENTER	SDG	*DESERT SHORES	SDG
*DL RY	FRS	*DMND BAR	ORG
*DOMNGUEZ	ORG	*DORRIS	CHI
*DOS PALOS	FRS	*DSRT HT SPGS	SDG
*DUAR	LAN	*DUCOR	FRS
*DUNLAP	FRS	*EAG LK	CHI
*EL MIRAGE	LAN	*EL RIO	LAN
*ELK GRV	SAC	*ETNA	SNR

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*EXETER	FRS	*FALL RIV MLS	CHI
*FENNER	SDG	*FON	LAN
*FRKS OF SLMN	SNR	*FRMGTN	STK
*FRNDL	SNR	*FRNT	FRS
*FRSTHL	SAC	*FT JONES	SNR
*FWLR	FRS	*G HLS	LAN
*GAVIOTA	LAN	*GILROY	MTY
*GLNDRA	LAN	*GLNVL	FRS
*GOFFS	SDG	*GOLETA	LAN
*GRBVL	SNR	*GRIMES	SAC
*GUADALUPE	LAN	*GUASTI	LAN
*GUINDA	SNR	*HACNDA HTS	LAS
*HAMBURG	SNR	*HAVASU LAKE	SDG
*HAWN GRDNS	ORG	*HAYFK	CHI
*HEMT	SDG	*HERM BCH	ORG
*HMSTD VLY	SDG	*HNTGTN LK	FRS
*HNYDW	SNR	*HOMELAND	SDG
*HOOPA	SNR	*HORNITOS	STK
*HPY CMP	SNR	*IDYLVILD	SDG
*IMP	SDG	*INDEPENDENCE	FRS
*INDIAN WELLS	SDG	*INDIO	SDG
*INYOKERN	FRS	*ISLETON	STK
*JENNY LIND	STK	*JHNSVLL	CHI
*JNSVL	CHI	*JOSHUA TREE	SDG
*JUNE LAKE	FRS	*KEDDIE	CHI
*KERNVL	FRS	*KLAMATH	SNR
*KLAMATH RIVER	SNR	*KNIGHTS LNDNG	SAC
*KNWD	SNR	*KRKWD MDWS	SAC
*KRMN	FRS	*L LND	ORG
*LA	LAN	*LA PNTE	LAS
*LA QUINTA	SDG	*LA VRN	LAS
*LAG B	ORG	*LANCSTR	FRS
*LAWNDL	ORG	*LAYTONVILLE	SNR
*LB	LAS	*LB UPTWN	LAS
*LDSY	SNR	*LEE VINING	FRS
*LEGGETT	FRS	*LEMN CV	FRS
*LK ALMNR	CHI	*LK ELSINRE	ORG
*LK HUGHES	LAN	*LK ISABELA	FRS
*LKWD	ORG	*LNDN	STK
*LOMPOC	LAN	*LONE PINE	FRS
*LOS ALAMOS	LAN	*LOST HLS	FRS
*LUCERNE VLY	SDG	*LUDLOW	SDG
*LVGSTN	STK	*M CTY	SNR
*M SERENO	SNJ	*MAD RIVER	SNR
*MAN BCH	LAS	*MANTECA	STK
*MAR D REY	LAS	*MARICOPA	FRS
*MAXWELL	SNR	*MCKITRCK	FRS
*MCCLOUD	CHI	*MCFARLAND	FRS
*MECCA	SDG	*MENIFEE	SDG
*MENTONE	LAN	*MILVL	CHI

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*MINERAL	CHI	*MIRAMONTE	FRS
*MLBU	LAN	*MMTH LKS	FRS
*MNTCLR	LAN	*MON	LAN
*MONTECITO	LAN	*MONTGMRY CRK	CHI
*MORGN HL	SNJ	*MRIPSA	FRS
*MRNGO VLY	SDG	*MRSHL	SNR
*MT BULN	FRS	*MURRIETA	SDG
*MUSCOY	LAN	*NEEDLES	SDG
*NEWBERRY SPGS	FRS	*NEWELL	CHI
*NORTH FORK	FRS	*NORTH SHORE	SAC
*NOV	SNR	*NRWK	ORG
*O'NEALS	FRS	*OAK RUN	CHI
*OASIS	FRS	*OKHRST	FRS
*OLANCHA	FRS	*ONTARIO	LAN
*ORICK	SNR	*ORLEANS	SNR
*OXNRD	LAN	*P CTY	LAN
*PAC	LAS	*PAL VDS ESTS	LAS
*PAL VDS PNSLA	LAS	*PALM SPRINGS	SDG
*PALO VERDE	SDG	*PALOS VERDES	LAS
*PARKER DAM	SDG	*PATRSN	STK
*PERRIS	SDG	*PHLN	FRS
*PICO RIV	LAS	*PIERCY	SNR
*PINACLS	FRS	*PIONEER	SAC
*PLATINA	CHI	*PLM DSRT	SDG
*POM	ORG	*PORT HUE	LAN
*PRNCTN	CHI	*PTRLA	CHI
*QTZ HL	FRS	*QUAIL VALLEY	SDG
*RANCHO MIRAGE	SDG	*RANDSBURG	FRS
*RDLY	FRS	*RDN BCH	LAN
*REDLANDS	LAN	*REDONDO	LAS
*RENO	NEV	*RIDGECREST	FRS
*RIO VISTA	SNR	*RIPON	STK
*RLNG HLS	LAS	*RNCHO CUCMGA	LAN
*ROBBINS	SAC	*ROMOLAND	SDG
*RSVL	SAC	*RUNNING SPNGS	LAN
*RWLND HTS	LAS	*RYMND	FRS
*S BDO	LAN	*S CL ISLAND	ORG
*S FER	LAN	*SAN JACINTO	SDG
*SANTA BARBARA	LAN	*SANTA MARIA	MTY
*SANTA YNEZ	LAN	*SAWYRS BR	SNR
*SELMA	FRS	*SHINGLETOWN	CHI
*SMTH RVR	SNR	*SN DMS	LAN
*SN JOAQ	FRS	*SN MIGL	FRS
*SNELNG	FRS	*SOLVANG	LAN
*SOMES BAR	SNR	*SOMIS	FRS
*SQ VLY	SAC	*STATELINE NEV	SAC
*STRATH	FRS	*SUMMERLAND	FRS
*SUN CITY	SDG	*SUNST BCH	LAS
*SURF	LAN	*SUSNVL	CHI
*T OKS	LAN	*TAFT	FRS

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*TEMECULA	SDG	*THERMAL	SDG
*THSND PLMS	SDG	*TOP	LAN
*TRNTY CNTR	SNR	*TRONA	FRS
*TUJ	LAN	*TULELK	CHI
*TUOLUMNE	FRS	*TWNTYNIN PLMS	SDG
*UPLAND	LAN	*VAL VERDE	LAN
*VALLE VISTA	SDG	*VICTORVILLE	FRS
*VLCNO	SAC	*W COV	LAS
*W PT	STK	*WELDON	FRS
*WEMR	SAC	*WESTLEY	STK
*WFRD HTS	FRS	*WHITMR	CHI
*WILOW CRK	SNR	*WINTRHVN	SDG
*WLA	LAN	*WLNT GR	STK
*WMSTR	ORG	*WRIGHTWOOD	LAN
*WSHNGTN	CHI	*WSTWD	LAN
*WVRVL	SNR	*YUCAIPA	SDG
*YUCCA VALLEY	SDG	*ZUMA	LAN

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